



Freedom Village at Brandywine

We are happy to have you here!

Thank you for making Freedom Village your home. Whether you're new to our community or have been a resident for some time, this handbook will serve as both a helpful guide and a reliable long-term reference. It outlines the community's rules and guidelines referenced in your Continuing Care Agreement. Please keep it handy. Updates will be provided periodically.

At Freedom Village, we embrace the spirit of "Never met a stranger." Residents and associates alike are known for their warmth, kindness, and willingness to lend a helping hand. Long-standing residents are already integral to the warmth that defines our community.

For those just joining us, we understand that moving to a new home is a significant transition, and we're here to make your experience as smooth and welcoming as possible. While this handbook aims to address most of your questions, please don't hesitate to contact the Administration Office or the Front Desk Hospitality Center if you need further assistance. We're always happy to help.

No matter how long you've been part of our community, on behalf of everyone at Freedom Village, I extend my warmest greetings and best wishes for a fulfilling, happy, and active life.

Best Wishes,

Danielle Geyer, Executive Director

Acknowledgments

This edition of the Freedom Village at Brandywine Resident Handbook is the result of the collective effort of many dedicated staff members and residents. We thank them all for their efforts.

Our heartfelt gratitude goes to our reviewers and proofreaders, who meticulously inspected every page to ensure the handbook is as close to editorial perfection as possible.

Please keep this Handbook nearby as a helpful reference. Should you find anything that needs clarification or correction, please let our Executive Assistant know. Her phone number is 484-288-2629, and her office is located on the third floor of the Atrium, adjacent to the Creative Arts Room.

Stay well, stay happy, be kind, and keep moving.

The Handbook Editorial Crew, August 2025



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I. About Freedom Village

Freedom Village at Brandywine is a Continuing Care Retirement Community on approximately 25 acres in West Brandywine Township, Chester County, Pennsylvania. We opened on July 16, 1998, with five residents moving in on opening day.

The Village, our main independent living area, is organized around a spacious Atrium with numerous amenities, including a gym, swimming pool, library, business center, and dining areas. It has 289 condominiums in a five-story structure.

The Inn at Freedom Village opened in December 1998 and originally housed Skilled Nursing, Assisted Living, and Memory Care. Today, the licensed nursing home portion of The Inn has the capacity to care for 49 residents on two floors. The first floor is called The Arbor, and the second is The Glen. Both are licensed to provide skilled nursing and rehabilitation services.

The Gardens at Freedom Village is our Personal Care home. It opened in December 2006 and is licensed for 56 apartments across three floors, with several units capable of accommodating double occupancy. Our secure Memory Care neighborhood, a separate section of The Gardens, is licensed for 25 beds.

The Terrace Homes East and West opened in June 2008, adding 28 new condominiums to the community and increasing the total independent living capacity to 317.

LCS & Peak

Freedom Village at Brandywine has been operated by *Life Care Services (LCS)* since February 1, 2020. LCS has been recognized as a prize-winning leader, providing superior senior living management and development. They specialize in creating senior living communities that promote independence, wellness, and a high quality of life. Their focus is on comprehensive services, including healthcare, dining, activities, and financial management, tailored to meet the evolving needs of residents from many backgrounds.

Healthpeak Properties (Peak) is a Real Estate Investment Trust (REIT) with extensive experience in owning and developing healthcare properties, including senior-living communities such as Freedom Village at Brandywine. As the owner, Healthpeak works in partnership with management providers, such as Life Care Services, to ensure that the physical environment and operational practices support the well-being and satisfaction of residents.

Life Care Services and Healthpeak combine operational excellence with state-of-the-art facilities, creating our thriving and supportive environment.



2. Freedom Village Senior Staff

Contact Information

Executive Director

Danielle Geyer, 484 288-2625, geyerdanielle@fvbrandywine.com
Office on the Atrium 3rd floor

Executive Assistant

Lyndsey May, 484 288-2629, maylyndsey@fvbrandywine.com
Office on the Atrium 3rd floor

Nursing Healthcare Administrator / Associate Executive Director

Lorna Malawi, 484 288-2660, malawilorna@fvbrandywine.com
Office on the 1st Floor of the Inn

Director of Personal Care (Gardens: Assisted-Living)

Candice Davis 484 288-2654, daviscandice@fvbrandywine.com
Office on the 1st floor of the Gardens, just off the entrance lobby

Director of Financial Services

Robert McNamee, 484 288-2592, mcnameerobert@fvbrandywine.com
Office on the Atrium 3rd floor, B-C side

Director of Plant Operations (Maintenance)

James Kintz 484 288-2605, kintzjames@fvbrandywine.com
Office on the Atrium 3rd floor, D-E side

Director of Human Resources

Joseph DePeppe, 484 288-2621, deppejoseph@fvbrandywine.com
Office on the Atrium 3rd floor

Director of Community Life Services (Activities)

Kimberly Ranck, 484 288-2594, ranckkimberly@fvbrandywine.com
Office on the 2nd floor, facing the D-E elevators

Director of Resident Services

Jacki Pitcher, 484 288-2673, pitcherjacqueline@fvbrandywine.com
Office on the Atrium 2nd floor



Director of Sales & Marketing

Mary Main, 484 288-2600, mainmary@fvbrandywine.com

Office on the 1st floor, just off the entrance lobby

Director of Dining Services

Colleen Tyrell 484 288-2623, tyrellcolleen@fvbrandywine.com

Office on the first floor of the E wing, facing the Resident Business Center

Director of Environmental Services (Housekeeping)

Santiago Aranda, 484 288-2622, arandasantiago@fvbrandywine.com

Office on the 1st floor, just off the Atrium mailroom

Director of Innovative Home Services

Maryanne Gallo, 484 288-2591, gallomaryanne@fvbrandywine.com

Office on the 3rd floor, facing the D-E elevators

Please note that unless otherwise specified, all locations mentioned in this Handbook are in the Village, the independent living section of Freedom Village at Brandywine, 15 Freedom Blvd., West Brandywine, PA 19320.

Abbreviations & Terminology

- **CCRC** – Continuing Care Retirement Community.
A wealth of information about CCRCs is available online. Pennsylvania statutes and regulatory agencies govern FVB.
- **Front Desk** – The reception area at the main entrance of The Village is formally known as the Hospitality Center. However, most residents refer to it as the Front Desk or, less commonly, the Concierge Desk. In this handbook, we have chosen to use the term Front Desk.
- **FVB** – Freedom Village at Brandywine, often abbreviated “Freedom Village” or “Freedom Village Brandywine”.
- **Gregory J. Welch Memorial Auditorium** – Our auditorium is named in memory of a much-loved former staff member.
- **IDT** – Interdisciplinary Team.
- **LCS** – Life Care Services, the company that manages FVB.
- **RAC** – Resident Advisory Council.
- **Respite** – Temporary stay in the health care sections.
- **SNF** – Skilled Nursing Facility.



3. Our Hospitality Promises

- 1. We greet you warmly, by name, and with a smile.**
- 2. We treat everyone with courteous respect.**
- 3. We anticipate your needs and act accordingly.**
- 4. We listen and respond enthusiastically in a timely manner.**
- 5. We hold ourselves and one another accountable.**
- 6. We make you feel important.**
- 7. We embrace and value our differences.**
- 8. We ask, "Is there anything else I can do for you?"**
- 9. We maintain high levels of professionalism, both in conduct and appearance, at all times.**
- 10. We pay attention to the details.**



4. How We Communicate

Print Communications

Mail

Each condominium has two associated mailboxes. The US Postal Service serves external mail. Internal mailboxes are located nearby. The Front Desk also assists with parcel deliveries.

The Bugle

The Bugle is our monthly newsletter designed to keep residents informed about the many activities and events happening here at Freedom Village at Brandywine. It also contains articles on lifestyle, health, and safety. It is written by residents and is generally distributed to each in-house mailbox on the last Friday of each month. A resident and staff birthdays list and a monthly event calendar accompany each issue.

The Toot

The Toot is a concise, single-page weekly newsletter with timely updates on community events, activities, and highlights of key calendar items. It is written by residents and distributed on weeks when *The Bugle* does not appear. It is available for pickup in the in-house mailroom, as is a weekly events calendar.

In-House TV Listings

A description of the following month's TV listings is distributed to in-house mailboxes late each month, and the weekly TV schedule is available for pickup at the same time as *The Toot*.

Distributed Written Communications

Written memoranda from Freedom Village leadership are distributed to in-house mailboxes and posted on bulletin boards throughout the community. They are used to share updates on upcoming events, building maintenance, and other essential matters.

Display and Online Communications

Uniquet Community Apps (**Touchtown**)

Uniquet, commonly referred to as *Touchtown*, is our primary electronic communication platform. It keeps residents up to date on upcoming activities, events, dining menus, and resident and staff directories. It provides timely notice of changes and cancellations. Residents can see Touchtown announcements on the display screen in the Atrium and on in-house TV channel 1970.

The full functionality of Touchtown is available through a website and an app for tablets and smartphones. To access the website and app, or for help recovering a forgotten password, please visit Community Life Services in their office, located on the second



floor, facing the D-E elevators. Community Life Services also offers monthly classes on using Touchtown.

Beyond information distribution, Touchtown offers a range of valuable functions. A list of these functions appears in Appendix IV on page 58.

Freedom Village In-house TV Channels 1970 and 1971

Comcast Channel 1970, managed by FVB staff, serves as an information hub, displaying a variety of announcements and messages for residents.

Channel 1971, on the other hand, is a vibrant, resident-run operation powered by a dedicated team of over 30 volunteers who manage our in-house TV studio. Together, they deliver valuable community information, top-tier educational programs, and high-quality entertainment. Volunteers work in well-coordinated teams, handling tasks such as camera operation, video editing, data entry, scheduling, content selection, and production. Working in teams ensures that no one person is overburdened.

Programming on Channel 1971 offers a diverse range of content, including pre-recorded concerts by internationally acclaimed orchestras and musicians, award-winning movies, and weekly programming featuring documentaries, TED Talks, exercise classes, and religious services. The team records and broadcasts the monthly Village and Open Resident Advisory Council meetings, helping residents who can't attend in person to stay informed. They also cover most in-house entertainment events, educational programs, and lectures. As noted above, all residents receive a detailed monthly guide and a weekly program schedule.

If you are curious about how it all works or are thinking about joining, please contact the Director of Community Life Services.

Resident Website: www.fvbresidents.org

Visit our resident-run website for quick access to administrative notices, general community updates, calendars, dining menus, reservations, weekly and monthly publications, activity schedules, and more. You'll also find information on shopping, radio, TV, and internet resources. Additionally, you will find numerous videos on health, education, and entertainment.

To access certain private community information, you will need a login username and password, which you can get from the web administrator: webmaster@fvbresidents.org

Facebook group: FVB Neighbors

Here is an online place for neighbors, new and old, to connect. It's a place to learn about Freedom Village, to make friends, or to arrange dates for dinner, shopping trips, and adventures. Discover club activities and recruit players for your favorite game. Find a walking partner or form an interest group. It's FVB in action! This group is private, and only residents are eligible to join. Only members can see who's in the group and what they post. Find it here: www.facebook.com/groups/4373086942730405.



One Call Now

One Call Now is a mass communication tool FVB management uses to send voice, text, and email notifications. It allows us to relay essential reminders or updates promptly. To start receiving text messages, you should text the word “alert” to 22300.

Message and Emergency System

Each condominium has a speaker used for mass communications, especially those involving time-sensitive or emergency matters.

Key Meetings

Resident Advisory Council Meeting

The Resident Advisory Council (RAC) is an elected group of residents who meet periodically with Freedom Village management. They hold a monthly open information-sharing meeting in the Greg Welch Memorial Auditorium. The Executive Director and RAC members provide community updates. They address concerns and share information relevant to our well-being. This meeting is also an excellent opportunity to stay informed about what’s happening in our community and have your voice heard. Find more about the Council on Page 46.

The Village Meeting

FVB Management provides updates about occupancy, service anniversaries, new residents, upcoming maintenance projects, financial updates, and many other topics of interest. Attending this meeting is an excellent way to gain insights from the operations team and provide them with feedback. These meetings also provide a good opportunity to ask questions of our leadership.

Activities Meeting

Discover the exciting activities planned for the month ahead – and beyond. During this meeting, the Community Life Services Director will share details about upcoming events and entertainment, dining and shopping trips, as well as almost every other activity.

This meeting is your best opportunity to receive early notice of upcoming events.

Meeting Schedules

These three key meetings are held in the Greg Welch Memorial Auditorium. Please refer to your Bugle, Toot, or any of the many other sources of event information for the times and locations of these meetings.



5. Rules & Regulations

Freedom Village has established rules and regulations to foster good neighborly relations and maintain the premier environment that inspired you to make this community your home. Residents and their guests are expected to comply with these rules.

Residential Code of Conduct

Community living requires a spirit of consideration, participation, and flexibility. It also involves a commitment to guidelines that ensure the safety, security, and comfort of all residents. Respect for staff, fellow residents, and others, as well as supporting a healthy environment, is essential. These rules align with Freedom Village's Regulations and policies, as well as all applicable State and Federal laws.

By choosing to live at Freedom Village at Brandywine, residents agree to abide by the following:

- I will always act considerately and respectfully towards fellow residents and Freedom Village staff.
- I will respect the rights and property of others and respect common property.
- I will only use another resident's or a staff member's property with their permission.
- I will always help maintain my condominium in a clean, comfortable, and hygienic condition.
- I will observe the noise, quiet times, and alcohol policies of Freedom Village.
- I will observe the safety policies of Freedom Village.
- I will accept the diversity of backgrounds and the beliefs of other residents and staff and agree to abide by all Equal Opportunity Policies.
- I will agree to communicate openly with other residents and Freedom Village staff.
- I will represent the Freedom Village community in an appropriate manner.

Associate and Resident Relationships

No resident shall direct, supervise, or in any manner attempt to assert any discipline, direction, or control over any associate of Freedom Village, nor shall a resident send any associate on private business, pay, or tip an associate, nor shall they provide any gift of more than nominal value.

Firearms Policy

Please contact the Executive Director about the Firearms Policy.



Flammable Materials

Residents may not store flammable, combustible, or explosive materials except for everyday household items in their condos or storage areas. If you have such an item and need to dispose of it, contact the Plant Operations Department for instructions.

Insurance

Homeowners must have HO6 personal property insurance and liability coverage on their condominiums. HO6 insurance, also known as condo insurance, typically covers personal belongings, interior damage, and liability within the unit.

Freedom Village insures all common areas.

Concerns and Complaints

The management of Freedom Village at Brandywine strives to make life for residents as safe, easy, and carefree as possible. If a problem arises, they will address it promptly and with care, ensuring it is taken seriously and dealt with effectively. Residents have several ways to pursue problem resolution:

- Contact a Department Director by calling, writing, emailing, or scheduling an appointment.
- Contact the Executive Director or Executive Assistant using any of the same methods.
- Speak with a member of the Resident Advisory Council or the resident chairing a specific Resident Committee.

Find Senior Staff contact information on Page 6.



6. General Information & Resident Services

Essentials

Absences from Freedom Village

If you plan to be away overnight or longer, please complete a Resident Change of Location Status Form at the Front Desk. While you're there, you can also pick up a Hold Mail Request Form for the Post Office. If you have newspapers delivered, remember to pause them.

Please notify Housekeeping if you would like to suspend cleaning services during your absence. For absences longer than two weeks, with your prior approval, Housekeeping or Maintenance will periodically inspect your condominium. If you will be away for more than two weeks, please notify the Finance office to receive credit on your meal plan.

Condominium Doors

Fire regulations require that the door from your condominium to the corridor remain closed at all times, except when actively entering or exiting, or during brief periods such as when moving items in or out. Housekeeping or Maintenance may leave the door open while cleaning or working in a condominium.

Condominium Entry Area Decor

Residents are permitted to enhance and personalize their corridor entryways with tasteful decorations and accent pieces. Please try to avoid hanging anything that would be considered controversial or offensive to fellow neighbors.

Your name and condominium number must always remain clearly visible to help emergency personnel locate your unit quickly. When choosing decorative items, please ensure they are appropriate and do not obstruct easy access to or from the area.

Condominium Key Fobs

Freedom Village provides each resident with an electronic “key fob” to unlock their condominium door. Key fobs may not be given or loaned to others, including family members, without approval from the appropriate level of FVB management. If a second resident of a condominium moves to another area of FVB or passes away, their fob must be returned to the Front Desk.

Selected members of FVB management have a Master Fob to use in case of emergency.

Changing or installing a new lock is not permitted.



Daily Activity Checks

Each condominium has a motion detector installed in the bathroom. In units with two bathrooms, the detector is in the primary bathroom. If the detector senses no activity between 4:00 a.m. and 11:00 a.m. and the resident has not filed an absence form, the detector will signal the Front Desk. A staff member will then perform a wellness check by calling the resident or, if necessary, visiting the condominium.

Emergency Alert Pendants

Upon moving in, each resident is given an emergency alert pendant. When pressed on campus, it will alert the staff at the Front Desk, who will respond to the nearest identified location. Pendants are water-resistant and can be worn in the shower, but not in a bathtub or the pool. The pendants do not work in the storage locker area or the garage.

The Emergency Call System monitors pendant batteries, and a Maintenance staff member will contact you when the battery charge is low. If your battery is low, the light on the pendant will display a yellow color, indicating that you should contact the Front Desk for a new battery.

If you have lost or damaged your pendant, notify the Front Desk. A pendant can be replaced for a fee.

Emergency Alert Pull Cords

Each condominium bathroom is equipped with an Emergency Alert Pull Cord. Pulling the cord or pressing the button on the box will alert the Front Desk. A staff member will first call to check on the situation. If no one answers, they will send help directly to your condo. Depending on the nature of the emergency, they may also contact other emergency services.

Emergency pull cord boxes are also installed in the pool area, public bathrooms, the Fitness Center, and other public areas.

Resident Storage

Each resident is assigned a storage unit in one of the two storage rooms along the corridor connecting the main building to the garage. You will be assigned a storage unit when you settle on your condominium. We recommend securing your unit with a lock and storing items in plastic containers or under a plastic tarp. We also suggest using pallets to keep your items off the floor or on shelves, making them more accessible.

The Fire Code emphatically states that **No Flammable Materials May Be Kept In The Storage Area.**

The contents of your unit should not extend above the framework of the cage, as that may interfere with the effectiveness of the sprinkler system.

Residents should not store anything in the locker area outside their locker. Staff will discard any items left outside a locker.



The Front Desk

Please note that over the 25+ years of Freedom Village at Brandywine, the location we refer to as the *Front Desk* in this Handbook has had several names. In various informational documents, you may see any of these alternatives:

- Concierge Desk
- Concierge's Desk
- Hospitality Center
- Hospitality Desk

The Front Desk phone number, **610-383-5100**, is also the main number for Freedom Village. Note that calls to you from any Freedom Village office will show this number on your caller ID, even if the call didn't come from the Front Desk.

The Hospitality and Transportation Manager manages the Front Desk. Her office is next to the Desk. You can reach her at **484-288-2607**.

Hospitality staff are available 24 hours a day, 7 days a week, and are prepared to respond to emergencies.

Although the Front Desk is staffed around the clock, the inner main entrance door is locked after 9 pm. Residents arriving after 9 pm can use their fobs to open the door. Others can call the Front Desk from the phone in the outer lobby.

Transportation

Freedom Village provides transportation (as deemed necessary) to medical appointments and off-campus locations. For needs beyond our regular services, we are happy to assist in arranging alternative transportation to ensure residents can reach their destinations safely and conveniently. Residents who need regular transportation to specific locations are encouraged to register with the local Paratransit service.

You will see transportation charges on your monthly statement. Consistent with Freedom Village policy, tipping drivers is not permitted. (Show your appreciation by contributing to the Employee Appreciation Fund. See the Employee Appreciation section later in the document.)

Medical transportation during regular business hours:

- Please complete a transportation request form available at the Front Desk.
- Trips should be scheduled between 8:00 am and 4:30 pm, Monday through Friday. Transportation cannot be guaranteed on weekends and holidays.
- Plan your appointments so the return trip will arrive at Freedom Village by 4:30 pm if possible.
- We process transportation requests on a first-come, first-served basis. To increase your chance of securing your trip, please submit your request as early as possible, ideally at least five business days in advance.



- Your request must include:
 - Your name and condominium number
 - Appointment date and time
 - Anticipated duration of the appointment
 - Address of the appointment
 - Phone number for the appointment, if available
 - Any special instructions, such as accessibility needs or mobility devices you'll bring
 - If an escort will accompany you, include their name, if possible
- Residents with regularly recurring appointments should submit their transportation reservations as outlined below. You may schedule them up to two weeks in advance.

Medical transportation after regular business hours:

A minimum of five business days' advance notice is required for weekday transportation before 8:00 a.m. or after 4:30 p.m. Service areas are limited, and charges will apply based on mileage. Transportation depends on the availability of both a driver and a suitable vehicle.

Non-medical transportation

The Hospitality Manager is available to review alternative options and assist residents in making arrangements. Alternatives may include:

- Paid transportation services, such as taxis, Uber, or Lyft.
- Rides provided by family members or fellow residents.

A few residents have offered to provide local transportation when they are available. Find a list of them on the bulletin board in the in-house mailroom.

In addition to making transportation reservations, here are some things you can do at the Front Desk.

Reserve a Guest Suite:

To request a guest suite, please call or visit the Front Desk and inform a staff member of your guest's arrival date and anticipated stay duration. If a room is available, it will be reserved for you. Room charges will be included in your monthly statement. Alternatively, your guest may pay by check or with a credit card upon departure.

Please inform your guests that we have a no-tipping policy in place. If your guest plans to bring a pet, please seek prior approval from the Executive Director.

Package Delivery

Most packages are delivered directly to your condo. At times (with medications, for example), a package may be held at the Front Desk, and you will be notified. A staff



member or resident volunteer will be happy to assist if you need help bringing a package to your condo.

Grocery drivers should bring your delivery directly to your condo. Please ensure the delivery service knows that a signature is required, or your groceries may be left at the front desk. You are responsible for being home to receive your delivery.

Parking

Residents are entitled to the parking spaces outlined in their resident agreement. If you have not been assigned indoor garage parking, you may contact the Hospitality Manager to inquire about leasing a space.

Visitor parking is available along the perimeter of the parking deck and is marked "Visitor." Handicapped parking spaces are located on both sides of the parking deck entrance. These spaces are reserved for guests and are not to be used by residents. Vehicles may not park along the curbs in the driveways.

The area directly in front of the main entrance is a designated fire lane, and cars parked there are subject to towing. Please respect the 15-minute parking spots, which are intended solely for dropping off and picking up passengers or parcels. Residents and visitors are not permitted to park in this area for extended periods. Improperly parked cars may be ticketed by the local police.

Facilities & Amenities

Arts & Crafts

The Creative Arts Room on the Atrium's third floor is a space for painting classes, sewing, and other crafts. It features worktables with ample space for projects and includes the convenience of a sink for cleanup. Please see the Director of Community Life Services to reserve this space.

Exhibits

Freedom Village offers several opportunities for residents to display their artwork and collections. If you want to display your artwork or share items from a personal collection, please contact the Community Life Services Department.

Fitness Center

The Fitness Center, located on the first floor of the B-wing, is equipped with treadmills and a large variety of exercise equipment to support your fitness goals. For everyone's comfort and safety, we ask that you wipe down the equipment after use with the cleaning wipes provided. Please also ensure that weights and resistance bands remain in the Fitness Center for others to use.

Please contact the Community Life Services Department if you have any questions or would like a guided session to become familiar with the equipment.



Game Room, Card Room, and Billiard & Shuffleboard Room

Located on the Atrium's second floor, these activity rooms are available for resident activities. Check your print and online information sources for schedules and updates.

Various games and activities are available, including Wii, Scrabble, Mahjong, poker, shuffleboard, dominoes, chess, pinochle, and bridge. For more information, contact the Community Life Services Department.

The Card Room also serves as a meeting space for various groups, including the Health and Safety Committee and the Bible Study Group.

Garden Areas

Freedom Village offers garden plots for residents with green thumbs to grow flowers and vegetables. The Landscape & Grounds Committee oversees the allocation of these plots and maintains a shed stocked with various gardening tools. The garden area is on the northeast side of Terrace Home East.

If you're interested in starting a garden, contact a member of the committee or the Community Life Services Department. As Space is limited, you may have to wait until a plot becomes available.

Grills and Outdoor Cooking

Although outdoor cooking is not allowed on resident patios, several grills are available throughout the campus for outdoor cooking and picnics.

Patios & Patio Gardens

Patios and the adjacent mulched foundation beds are part of the common areas at Freedom Village at Brandywine and are not part of first-floor residents' condominiums. Residents may place outdoor furniture, attractive planters, storage boxes, and well-maintained flower and vegetable plants within the designated boundaries. However, umbrellas, excess furniture, empty containers, and grills are not permitted.

Residents are welcome to use plant and bird feeder hangers on their patios, but please limit them to a maximum of three. You may be asked to remove any additional hangers. You must store garden supplies and tools in an approved storage container in a manner that ensures adequate protection against damage. Items such as planters, furniture, or plant and birdfeeder hangers cannot be placed in grassy areas, nor may they block access to condo doors.

You may plant non-invasive ornamental annuals and perennials among existing shrubbery, provided you maintain them properly. Annuals must be removed after the first frost. Please do not prune, remove, or replace shrubs and bushes installed by Freedom Village without permission from the Director of Plant Operations.

If you do not follow these guidelines, FVB may choose to restore the garden area to its standard plantings.



Swimming Pool and Spa

Freedom Village offers an indoor heated saltwater pool and an adjacent spa (hot tub) for exercise, relaxation, and enjoyment. Several exercise classes are held each week in the pool. Restrooms and locker rooms are available for changing and showering.

Before using the pool or spa:

- Please review the posted operating instructions.
- Follow all safety and operating procedures.

Important Guidelines:

- A resident must always accompany guests.
- Eating or drinking is not permitted in the pool or spa area.
- We provide towels for your convenience. Please deposit used towels in the designated containers.

Additional Information:

- We recommend consulting with your physician before using the pool or hot tub for the first time.
- Please note that the area is unsupervised. There is no lifeguard or other staff member on duty.
- By using these facilities, you and your guests acknowledge that such use is at your own risk.

Community Guidelines & Policies

Car Identification & Parking

Residents must display an identification tag on their car, either on the rearview mirror or the dashboard. This tag indicates your designated parking space; please park only in that space. Upon moving to FVB, you will be issued a hangtag and an electronic device needed to open the garage doors and the rear-entrance liftgate. If you purchase a new vehicle, please notify the Front Desk to update your parking agreement information. Give them your car's license plate number, color, and model.

Residents of larger condominiums are assigned indoor parking spaces. If you were not assigned an indoor spot, you may lease one if any are available. Those who already have an indoor space may also rent a second one, depending on availability. During the winter months, residents with outdoor parking often choose to rent an indoor space, but this, too, is subject to availability.

Pet Policy

Freedom Village at Brandywine welcomes pets, including cats, dogs, birds, and fish, under specific guidelines to ensure the safety and comfort of all residents. Dogs are allowed in all first-floor condos. On floors 2 through 5, only one dog is permitted per conjoined (i.e., two-section) hallway.



General Rules: Residents may have one pet per residence. Dogs must weigh under 40 pounds and stand no taller than 18 inches. Reptiles, rodents, farm animals, and certain dog breeds (such as pit bulls and rottweilers) are prohibited. Pets must be at least one year old, house-trained, spayed or neutered, and have no history of aggression or behavioral issues.

Application Process: To register a pet, residents must submit a Pet Application with vaccination records and a photo, obtain approval from the Executive Director, and pay a non-refundable deposit of \$250.

- **Pet Care:** Dogs must be walked on the property perimeter, kept leashed (up to 6 feet indoors and 10 feet outdoors), and their waste properly disposed of. Cats require clean litter boxes, adequate food, veterinary care, and odor control. Birds and fish require proper care, and their cages or aquariums should be kept clean and well-maintained. Pets should use service entrances and the designated elevators.
- **Veterinary Care:** Residents must ensure pets have annual veterinary checkups and submit updated vaccination records to the Executive Assistant.
- **Emergency Contacts:** Pet owners must provide at least two emergency contacts who can be notified in the event they are unable to care for their pets.
- **Pet Conduct:** Pets must always be leashed or caged when outside their residence and are prohibited in common areas, except when in transit. Owners must clean up pet waste immediately and prevent excessive noise or property damage.
- **Removal of Pets:** Freedom Village reserves the right to request the removal of a pet should there be inadequate care, safety concerns, or behavioral problems.
- **Guest Pets:** Visitors are welcome to bring pets for day visits. Written permission is required for overnight stays.

Neatness and Proper Use of Common Areas

Freedom Village public areas must be kept clean, neat, and attractive. We expect residents to do their part to maintain this standard, ensuring that shared spaces remain welcoming and enjoyable for all.

Sidewalks, lobbies, elevators, halls, and stairways in all areas of Freedom Village must remain clear of clutter or obstruction. Ambulatory aids such as walkers, electric carts, and wheelchairs may not be left in the hallways outside condominiums.

Recycling and Trash

Refuse rooms are centrally located, typically situated in the middle of each wing's hallway. Each refuse room contains bins for trash and for recycling. Posters on the walls of the refuse rooms provide detailed instructions on trash and recycling policies. Please note that recyclables should not be placed in plastic bags, as these bags are diverted to the trash and are not recycled.



If you need to remove empty shipping or packing boxes, take them to a refuse room or contact Housekeeping for pickup. Please do not leave them in the corridors.

Important Reminder: Medical needles and other sharp items must be disposed of safely.

- Please request a "sharps container" from the Wellness Nurse for needles.
- Other sharp items, such as broken glass or dishes, should be securely wrapped to protect Housekeeping staff (and yourself) from injury. You may request a pickup from the Housekeeping Department for larger quantities of sharp material.

Smoking – This is a Tobacco Free Campus

Smoking, including all forms of tobacco, other smoked substances, and e-cigarettes (vapes), is strictly prohibited throughout our campus, both indoors and out. This policy applies to all areas, including condominiums, activity rooms, and shared spaces. Residents and their guests who wish to smoke are required to do so outside the campus.

Please note that this restriction also applies to marijuana, even if medically prescribed.

Guest & Visitor Information

Entry Procedures

Freedom Village welcomes family members, friends, and other visitors with open arms. Please have your visitors register at the Front Desk, where they will receive a visitor's badge and, if necessary, directions to your condominium and parking assistance.

Visitor badges are essential to maintaining the safety and security of our community. Please make sure that your visitors wear them visibly. Visitors should sign out at the Front Desk when leaving.

Residents may notify the Front Desk beforehand that they expect a guest and request to be called before sending them to their condo.

Please remember to share our non-smoking, pet, and parking policies with your guests, as residents are responsible for their actions.

If you give members of your family permission to enter your condominium when you are away from the community, it must be done in writing and submitted to the Front Desk. Upon arrival, a Front Desk staff member will take the visiting family members to your condominium, unlock the door, and securely latch it when they leave.

Guest Use of Facilities

Guests are welcome to use the community facilities and follow the community rules, including the pool and Fitness Center, but a resident must always accompany them.

Guest Suites

Freedom Village offers suites that can be reserved for visitors at a moderate cost. Each features a central area with sitting space, a TV, and a queen-size bed. Each suite has a bathroom and a small kitchen equipped with a stove, coffee maker, refrigerator, and



washer-dryer. A limited number of glasses and dishes are in the kitchen cabinets. The sunroom can be arranged to accommodate an additional guest with a rollaway bed.

To reserve a guest suite, please contact the Front Desk by phone or in person. Your guest may pay the bill by check or credit card upon departure. Alternatively, charges for the suite can be billed to your condominium.

Services

Banking

A WSFS Bank branch is located on the first floor of the Atrium. Hours are posted on the bank window. The bank's phone number is 610-535-6830. Please note that the branch remains closed on federal holidays. Safe deposit boxes are available but accessible only during the bank's operating hours.

A WSFS ATM is located on the first floor of the B-wing, near the Fitness Center. WSFS charges a fee for any withdrawal using a non-WSFS card. However, some banks refund fees for "foreign" ATM transactions. Check with your bank to confirm their policy.

WSFS also offers trust and investment services. Representatives from these departments are available for consultation by appointment.

Beauty Salon & Barber Shop

There is a private hair salon, called the "PS Salon," located on the 2nd floor of the Atrium. It offers services including women's and men's haircuts, shampoos with blow-dry or set options, and a range of other services such as perms, rinses, conditioners, and tinting. They also offer manicures and pedicures. They list their services, hours of operation, and prices on the wall outside the salon.

Please note that the salon is operated by an independent contractor in a rented space and is neither owned nor managed by Freedom Village at Brandywine.

In-House Mailboxes

Each condominium has an in-house mailbox with the condo number displayed below each mail slot.

- Village condominium mailboxes are in a room next to the D-E wing elevators, just off the Atrium.
- Terrace Home mailboxes are in the lobby area of each building.

In-house mail for Terrace Home residents can be placed in their mailboxes in the in-house mailroom or left at the Front Desk for delivery.

Mail for staff members may be placed in the designated mail slots in the Copy Room on the 3rd floor of the Atrium.



Inside Property & Furnishings

Resident members of the “Inside Property & Furnishings Committee” collaborate with the administration to ensure that the appearance of Freedom Village gives residents a sense of pride and pleasure. They advise on furnishings in the public areas and coordinate with staff members on seasonal decorations, including those for holidays. They also conduct inspections and follow up on maintenance and housekeeping needs in the common areas.

Memorial Services

Upon notification of a resident’s death and with permission of the resident’s family, FVB staff will place an announcement in the mailroom area. Funeral details and brief biographical information are generally included with these announcements.

Each spring, with the support of the Community Life Services Department, residents plan and present a memorial service to recognize those who have passed away in the previous year.

Family or friends of a resident who has passed away can contact the Community Life Services Director to plan an individual memorial service. These services can be religion-based or informal, as the family wishes.

Newspaper Delivery

USPS delivers the newspapers you subscribe to directly to your mailbox. For more information on newspaper delivery, please contact the Hospitality Manager.

Local and national papers are available in the library. Please do not remove newspapers from the library, work on puzzles in the papers, or cut out anything from them.

Notary Public

Notary services are generally available. Please contact the Front Desk for help connecting with the appropriate staff member.

Suggestion Box

A suggestion box is located on the counter near the USPS mailboxes on the 1st floor of the Atrium. Residents are welcome to share ideas or suggestions for consideration. All suggestions are reviewed and addressed by the Executive Director.

U.S. Mail

Each condominium is assigned a U.S. Postal Service mailbox. Your postal street address is your condo number, followed by “Freedom Blvd.” (For example, 567 Freedom Blvd.)

A USPS drop box located adjacent to the mailroom can be used to send letters and small parcels. Larger stamped and addressed parcels may be left at the Front Desk for pickup. Prepaid UPS and FedEx packages may also be left there.



If you will be away for a while, you can get a “Hold Mail” form at the Front Desk. A family member or a companion may pick up mail for residents temporarily staying in another section of Freedom Village. Freedom Village staff members are not permitted to remove mail from USPS mailboxes.

A form to order postage is available in the mailroom. Put a sealed envelope labeled “USPS postage purchase” containing the completed form and a check made out to USPS in the drop box. Your stamps will be delivered in a few days.

Safety & Emergencies

Electric Power Failure: In the event of a power failure, except for the emergency light near the entry door, no electricity is available in Village condos. In such a situation, heaters and air conditioners will not operate. In warm weather, leave your windows closed. Your refrigerator and freezer contents remain cold as long as possible if you do not open them.

A standby emergency generator will automatically kick in to provide power to critical areas, including:

- Elevators in the main building and Terrace Homes.
- Emergency lighting in key public spaces, including stairwells and corridors.
- The emergency communication system used by staff.
- The condo emergency light mentioned above.
- Residents should keep an emergency kit equipped with essentials such as flashlights, extra batteries, and phone chargers, in case of a power outage.

The FVB emergency generator powers a limited number of electrical wall outlets. If you need to charge a battery-operated device, check with the staff at the Front Desk.

Reporting safety issues

If you notice an area or situation that could pose a hazard to residents, visitors, staff, or the community at large, please report it to the Front Desk.

For non-urgent matters, you can fill out a work order for Maintenance to address the issue. Additionally, you may discuss non-urgent concerns at the monthly meetings of the resident Health and Safety Committee. Check your calendar and other information sources for meeting dates and times.

Elevators

The Village has seven elevators: three in each wing and one between the lobby and the garage level. Each set of three includes two regular-sized elevators and one larger service elevator. Residents accompanied by pets should use the service elevator only. Each Terrace Home building has an elevator. All elevators are equipped with emergency lighting, communication devices, and power.



Miscellaneous

Bicycles and Personal Items in the Garage

Freedom Village provides bicycle storage in the underground parking garage. Please ensure it is securely locked.

Freedom Village is not responsible for the security of bicycles or other items, such as rollators or grocery carts, left in the garage or any other public area. All personal items should be clearly identified with the resident's name and condo number

TV and Radio Volume

Please be mindful of your neighbors when using a radio, TV, stereo, or musical instrument. Keep the volume at a level that will not disturb others, especially after 7:00 pm.

Loud sounds can often be heard through floors, ceilings, doors, and walls. This is especially true of uncarpeted condominium areas.



7. Freedom Village Departments

The Office of The Executive Director

The Executive Director plays a vital role in the overall management and strategic direction of Freedom Village. The Executive Director maintains an open-door policy, encouraging residents to visit the 3rd-floor Executive Office with questions, concerns, or suggestions. If the Executive Director is unavailable, the Executive Assistant will be happy to help schedule an appointment at a mutually convenient time.

In addition to informal visits, there are several other opportunities to engage with the Executive Director:

- **Resident Advisory Committee (RAC) Meetings:** Typically held on the first Thursday of every month at 10:30 am in the Auditorium, these open meetings include monthly reports from the Executive Director, followed by a question-and-answer session where residents can raise concerns and receive updates.
- **Village Meetings:** Typically held on the third Thursday of each month at 10:30 a.m. in the Auditorium, these meetings provide an additional forum for residents to hear updates from the Executive Director and ask questions directly.
- **Dinner with the Executive Director:** Small group dinners offer a unique opportunity for residents to interact with the Executive Director in a more personal and informal setting. Sign up for these dinners in the Dining Portal.

The Executive Director of Freedom Village is committed to promoting open communication, ensuring that residents feel heard, valued, and supported. The Director actively engages with residents, addressing their concerns through formal meetings, informal dinners, and one-on-one conversations.

Community Life Services Department (Activities)

- The office is located on the 2nd Floor, facing the D-E Elevators
- Community Life Services Director: 484-288-2594
- Community Life Services Coordinator: 484-288-2595

The Community Life Services Department at Freedom Village leads the way in organizing activities that bring our community together. Their responsibilities include:

- Planning and arranging parties and entertainment performances.
- Coordinating trips for dining, shopping, and the theater.
- Supporting internal activities such as:
 - Card games, board games, and domino games.
 - Book club and library support.
 - Publications which include the monthly Bugle and the weekly Toot.
- Managing other initiatives to enrich community life, health, and happiness.



Sign-up sheets for shopping trips, special outings, and in-house events are conveniently located between the Beauty Salon and the Resident Services Office on the second floor of the Atrium.

- Book #1 contains information and sign-up sheets for off-campus outings, including theater trips, luncheons, and shopping excursions. Many regular events are monthly. Other exceptional events may be scheduled for a later date.
- Book #2 includes details and sign-ups for in-house programs.
- Book #3 is dedicated to medical events, like vaccination clinics and the annual Red Cross Blood Bank visit.

Many trips and events have limited space, so it's essential to sign up early to secure your spot. Since cancellations occur, adding your name to the waitlist is a good idea, even if a trip is fully booked. Detailed instructions about the sign-up process are at the front of each book. Residents must be able to board and alight from the bus independently and safely.

We invite you to attend the monthly Activities Planning Meeting to discuss upcoming events, entertainment, and trips. Your suggestions help shape the vibrant community life we all enjoy.

Dimensions of Wellness

The Department aims to promote a whole-person approach to health through the LCS Lifestyle and Health Services Wellness Program. Our Healthy Life® Services Program is dedicated to promoting a healthy lifestyle by emphasizing well-being, nutrition, physical activity, and fitness, where *living* well and *being* well are interconnected.

The eight dimensions of wellness are interconnected, meaning that improving one area often benefits others. The Community Life Services Departments aim to provide a well-rounded package of programs and services tailored to the unique needs and interests of residents across all levels of care.

Our mission is to ensure every resident enjoys the highest quality of life. We are dedicated to meeting, maintaining, and exceeding everyone's independence, productivity, and social engagement needs. This commitment is our highest priority.



Physical wellness involves strengthening and supporting your ability to remain functionally independent. Physical wellness encompasses making positive lifestyle choices that benefit your entire body, such as engaging in regular exercise and practicing overall self-care.

Community examples:

- Interactive group fitness classes
- Fitness center
- Aquatics center.





Social Wellness involves awareness of the importance of developing emotional connections and friendships. Social wellness includes reaching out to others, accepting outreach from others, and experiencing a sense of involvement and intention with your activities.

Community examples:

- Resident-run social clubs
- Dinner with friends
- Movie nights
- Dance classes
- Parties



Intellectual Wellness involves expanding your knowledge and pursuing new creative outlets that can lead to improved cognitive health and mental stimulation.

Community examples:

- Lifelong learning opportunities
- Technology classes
- Trivia evenings
- The Library



Emotional Wellness involves feeling at peace with yourself and being mindful of your psychological health. Emotional wellness supports the establishment and maintenance of positive relationships.

Community examples:

- Support groups
- Resident welcoming committee
- Educational seminars



Vocational wellness involves maintaining a sense of identity and purpose after you retire. Vocational wellness often includes activities such as volunteerism or employment. While past careers, hobbies, and interests may influence your choice of activities, vocational wellness can also mean engaging in new, creative endeavors.

Community examples:

- Outreach Group
- Artisan groups
- Resident-led committees





Environmental

Environmental Wellness involves regard for others living in our world and our natural surroundings. Environmental wellness encompasses creating a healthy environment from both personal and ecological perspectives.

Community examples:

- Outdoor walking paths
- Landscaping & Grounds Committee
- Resident garden plots



Spiritual

Spiritual wellness involves seeking meaning in your everyday life, finding peace and security during times of stress, and feeling contentment with the beliefs, principles, and values that give meaning to your life. Spiritual wellness can be achieved through either faith-based or alternative means.

Community examples:

- Mind/Body group classes
- Spiritual Life Committee
- Faith-based programs & services



Health Services

Health Services involve taking a proactive approach to your health. They promote optimal health through disease prevention, rehabilitation, and management of chronic conditions.

Community examples:

- Health and wellness talks
- Preventative health screenings
- Medical and therapeutic services
- Care coordination



Dining Services

The Dining Services office is on the first floor of the E wing, opposite the Resident Business Center.

Contact Information:

- Director of Dining Services: 484-288-2623
- Executive Chef: 484-288-2133
- Dining Room Manager: 484-288-2584
- Village Bistro: 484-288-2586
- Hostess Desk (Reservations & takeout orders): 484-288-2587

The Freedom Village Dining Services program offers diverse, restaurant-style dining experiences emphasizing quality, nutrition, and variety. Our Executive Chef crafts a variety of flavorful and health-conscious menus that include gluten-friendly, vegetarian, and vegan options. Residents with allergies or special dietary needs and restrictions are encouraged to consult the Executive Chef.

Dining Hours

Main Dining Rooms:

- Lunch: Monday–Saturday, 11:30 am–1:30 pm (Last reservation: 1:30 pm)
- Brunch: Sunday, 11:45 am–1:30 pm (Last reservation: 1:30 pm)
- Dinner: Monday–Saturday, 4:30 pm–7:00 pm (Last reservation: 6:30 pm)

Note: Dinner service is not available on Sundays.

Village Bistro:

- Breakfast: Monday–Saturday, 7:30 am–11:00 am
- Lunch: Monday–Saturday, 11:00 am–2:00 pm
- Dinner: Monday–Saturday, 4:30 pm–7:30 pm
- Service counter: Monday–Saturday, 7:30 am–2:00 pm

The Bistro is closed on Sundays and holidays.

Holiday dining hours vary and are posted at the Hostess Desk and on the Touchtown dining reservations portal.

Reservations and Resident Portal

We strongly recommend that residents make reservations for all meals in the main dining rooms and the Bistro (except for Bistro breakfast, which does not require reservations). We have a limited number of larger tables available, so we recommend making reservations early for parties of five or more.

Ways to Reserve:

- Hostess Desk: Call 484-288-2587 or visit during operating hours.
- Resident Portal: Accessible 24/7 via Community Apps or the resident website



fvbresidents.org/. Contact the Dining Administrative Assistant (484-288-2693) for login assistance. Residents can make reservations 14 days in advance, and the portal opens at 8:00 am each day. You can find further information on Page 9.

The Portal also allows residents to:

- Place takeout or delivery orders.
- Reserve private dining rooms.
- Check meal plan balances and extra charges.

Checking In

Residents should check in at the Hostess Desk in the dining area upon arrival. During busy times, they will receive a beeper to notify them when their party can be seated. To avoid overcrowding near the Hostess Desk, those who have checked in are encouraged to wait in the Atrium. Staff will find you if you do not respond to your beeper.

Please note that if you are 10 minutes late for a reservation, the host may give your table to the next party in line. You will be seated as soon as a table becomes available.

Dining Rooms and Private Dining

We have five elegantly appointed themed dining rooms:

- The Victorian Tea Dining Room
- The Chester County Dining Room
- The Chesapeake Bay Dining Room
- The Vineyard Dining Room
- The Country French Dining Room

For special occasions, residents may reserve one of three private dining rooms:

- Captain's Table Dining Room (seats up to 10)
- Williamsburg Dining Room (seats up to 14)
- Bistro Dining Room (seats up to 8, flexible table configurations)

Dining Plans

Two dining plans are available, each offering lunch or dinner in any dining room (including the Bistro) or breakfast in the Bistro.

- Meal-Per-Day Plan: One meal per day each month.
- Twenty-One Meal Plan: Twenty-one meals per month.

You may have more than one meal per day, but any meals beyond those included in your plan will be charged to your account. These meals are for personal use and cannot be transferred to others or used for guests. No credits will be given for unused meals.

If you plan to be away for a substantial period during a given month, check with the Front Desk about waiving the charge for that month's meals.



Guests

We encourage residents to host visitors. A flat rate applies to guest meals in the main dining rooms, which will be charged to the resident's account. Guests can also pay by credit card.

The Bistro has à la carte pricing, and the guest meal flat rate does not apply.

Takeout and Delivery

Residents can order takeout or delivery meals:

- Place your order at the Hostess Desk, Bistro counter, or through the Resident Portal.
- Your order must be received by 10 am on the day you would like to pick up your meal or have it delivered. While Dining Services will attempt to accommodate later orders, they may be delayed.
- Lunch orders are ready by noon; dinner orders are available after 4 pm.
- A small fee applies to meal delivery.

Personal Container Usage

Reusing single-use containers – whether provided by Dining Services, restaurants, or other outside sources – is not permitted under Chester County Health Department regulations. Resident-provided food storage containers are also forbidden.

Containers not designed for reuse may harbor bacteria because they cannot be adequately cleaned. Certain materials can break down and release harmful chemicals, increasing the risk of foodborne illness. Violating these health codes can result in citations, fines, or other penalties.

To maintain a safe and sanitary environment for all residents, only containers provided by or packed by Dining Services staff may be used for take-out. We appreciate your understanding and cooperation in helping us follow this essential public health guideline.

Mobility Aids/ Devices in the Dining Rooms

Residents requiring assistance with mobility are welcome to bring their mobility aids into the dining areas.

- Electric Scooters: If possible, leave your scooter outside the dining room. However, you can bring a scooter that can double as a seat to the table. A dining room server or manager can help you find a spot to park your scooter.
- Wheelchairs: You can use a wheelchair in place of a dining chair. A resident who prefers to transfer to a dining chair must do so independently or with the help of a party member. Servers and other staff are not permitted to assist with transfers.
- Walkers: Walkers may be brought into the dining areas and removed during dining by a server once the resident is seated.



- Since many assistive devices are often removed from the table, they must be clearly labeled with the resident's name and condominium number.

Dining Room Courtesy

Your understanding, courtesy, and cooperation help make our dining experience enjoyable for everyone.

- Your neighbors will appreciate it if you mute your phone or put it on "do not disturb" before entering the Bistro or one of the dining rooms. Please go to the Hostess Desk area or the Atrium if you must make or receive a call.
- Be cautious when stopping in the hallway of the dining area. Servers, often carrying heavy trays, need to be able to get through.
- We understand that our dining rooms can become quite bustling during peak times. For everyone's safety and convenience, especially those using assistive devices, we ask all residents and guests to be mindful of those around them.

If your path is blocked, please don't hesitate to ask for assistance. A server or manager will be happy to assist you in navigating the area.

Dress Code

Please see Appendix IX – Dining Room Dress Code on page 67 for details.

Alcohol

While all our dining rooms permit you to bring your own libations, the Pennsylvania Liquor Control Board prohibits staff members under the age of 18 from opening, handling, or serving alcohol. Minor servers will be happy to request assistance from a supervisor or manager. All servers can and will provide wine and beer glasses on request.

Residents and guests are expected to consume alcoholic beverages responsibly. Any resident who appears visibly intoxicated – exhibiting behavior such as impaired coordination, slurred speech, disruptive conduct, or other signs of excessive alcohol consumption – may be asked to return to their residence or leave the common areas for their safety and the comfort of others. Repeated instances may result in further review by management and could lead to additional action if deemed necessary.

Outdoor Grill Use Policy

We are pleased to offer outdoor grills for your enjoyment. We have three grills available. One is located in the Village Green, and the other two are on the Village Bistro patio. (Please note that the patio grills are not available for use during Bistro operating hours.)

Cooking utensils are available to borrow when making a grill reservation.

To help us maintain these amenities for everyone, please follow these rules:



- **Sign-Out is Required:**

If you wish to use an outdoor grill, please reserve it and sign out cooking utensils at the Front Desk.

- **Cleaning Responsibilities**

After you use a grill:

- Clean it thoroughly.
- Wash all of the utensils.
- Ensure that the surrounding area is tidy.
- Return the clean utensils to the Front Desk.

Thank you for your cooperation in keeping this community space clean and enjoyable for all residents. If you have any questions, please contact the Front Desk.

Feedback

We measure the success of Dining Services by your satisfaction with our meals, snacks, Bistro takeaways, and overall service. Share your feedback with us online, through the kiosk located near the Hostess Desk, or by completing a comment card.

You are also invited to ask questions, bring suggestions, and hear updates at the monthly Dining Services Committee meetings.



Housekeeping

The Housekeeping Department, located on the first floor of the Atrium, adjacent to the Resident Mailboxes, provides cleaning and maintenance services for all condominiums, healthcare service areas, and common areas within the community.

Contact Information:

- Housekeeping Director: 484-288-2622
- Housekeeping Supervisor: 484-288-2622

Resident housekeeping services covered under your contract typically include weekly cleaning and linen changes. The Housekeeping Director or Supervisor will meet with you upon your move-in to review their scope of work and schedule your weekly housekeeping visit.

Additional Cleaning Services

Additional cleaning tasks are available for a fee with a minimum charge of one hour. Arrange for these services through the Housekeeping Director or Supervisor. Examples:

- Complete carpet cleaning or spot cleaning.
- Furniture rearrangement or cleaning.
- Heavy-duty cleaning (e.g., spring cleaning), including vacuuming behind furniture, cleaning baseboards, moving beds, and high dusting.
- Oven cleaning.
- Cleaning and dusting chandeliers and ceiling fans.

Residents are responsible for washing and drying their personal laundry. Innovative Home Services (IHS) can assist with laundry and other household tasks if additional support is needed. You can find more about IHS on Page 39.

Refuse Disposal

Each wing has a Refuse Room equipped with receptacles for trash and recyclables. Between housekeeping visits, residents may need to take trash to the Refuse Room:

- **Trash:** Securely bag and tie trash in paper or plastic bags before placing it in the appropriate container. Do not place unbagged trash in containers.
- **Recyclables:** Place bottles, cans, and paper in the designated recycling container. Do not use plastic bags for recyclables, as the processing company treats bagged recyclables as regular trash. Details about recycling can be found on the posters located in the refuse room.
- **Sharps Disposal:** Dispose of syringes and needles in a “sharps container” available through the Wellness Center. Full containers should be returned to the Wellness Center for proper disposal. Using these containers is essential for the safety of the employees handling the trash. **Needles, syringes, and lancets must not be discarded with household trash.**



Financial Services

The Financial Services Department, located on the third floor of the Atrium, oversees all financial operations across the campus.

Responsibilities include accounts payable and receivable, resident billing, preparation of monthly financial reports, and collaboration with the resident Finance Committee.

Contact information:

- Director of Financial Services: 484-288-2592
- Property Accountant: 484-288-2137
- Business Office Manager: 484-288-2582
- Financial Services Assistant: 484-288-2627

Monthly Statements and Payment

Monthly statements are distributed no later than the 25th business day of each month and include the following:

- **Monthly Service Fee & Second Person Fee:** Billed in advance for the upcoming month.
- **Ancillary Services:** Billed from the 21st of the prior month (excluding guest and resident extra meals).
- **Guest and Resident Extra Meals:** Billed from the 1st to the last day of the prior month.

Here is an example: A March 25, 2025, statement would include the following:

- Monthly Service Fee & Second Person Fee: April 2025
- Guest and Resident Extra Meals: February 1–28, 2025
- All Other Services: February 1–28, 2025

Payments are due by the 5th calendar day of the month and can be submitted via:

- The payment box at the Front Desk.
- The drop box at the Financial Services office door.
- Or directly to a Financial Services staff member in the Billing Office.
- Automatic payment (ACH)

Contact any Financial Services team member if you have billing questions or need assistance setting up automatic payments from your bank account. We strongly encourage residents to enroll in autopay.



Annual Tax-Related Information for Residents

Financial Services provides residents with yearly documentation that may assist with personal tax filings.

Key areas include:

- **Monthly Service Fee:** Residents receive 60 days' notice of any increases.
- **Ancillary & Refurbishment Fees:** Updated fees for ancillary services and condominium refurbishments are issued annually.
- **Medical Deduction:** Depending on an individual's resident agreement, a portion of the Monthly Service Fee may qualify as an itemized medical deduction. Each year, you will receive documentation detailing the allowable percentage.
- **Real Estate Taxes:** A portion of the Monthly Service Fee is allocated to property taxes, which may be eligible as an itemized deduction. Annual statements will include the calculated amount.

You are advised to review this information with your tax preparer.



Innovative Home Services

Contact Information:

- IHS Director: 484-288-2591
- IHS scheduler: 484-288-2736

Located on the third floor, facing the D-E wing elevators, Innovative Home Services (IHS) is a Life Care Services program dedicated to enhancing your living experience. Our goal is to make life easier, regardless of the task at hand. From extra help around the house to medication management, we're here when and where you need us.

IHS provides one-on-one private support tailored to your preferences and personal needs. Our team of dedicated associates can assist with a variety of tasks, including:

- Errand and escort services
- Shopping assistance, including picking up items from within the building or nearby stores
- Light housekeeping or laundry support
- Meal preparation or delivery coordination
- Pet care, including feeding, walking, and appointments
- Companionship, from casual conversation to engaging in activities
- Organizing personal spaces, such as closets or storage areas
- Help with coordinating appointments or reminders
- Seasonal tasks, like decorating or packing away holiday items
- Support with hobbies, like arranging craft supplies or assisting with projects

We offer a convenient, cost-effective, personalized option to help you maintain or adapt your lifestyle as your needs evolve.

Whether you need occasional or routine support, our services are available seven days a week, often with arrangements made within 24 hours. To learn more about how we can support you, contact us today. Together, we'll create solutions that help you live your best days.



Plant Operations Department (Maintenance)

Contact information:

- Director of Plant Operations: 484-288-2605
- Plant Operations Administrative Assistant: 484-288-2626
- Plant Operations Manager: 484-569-4030

Located on the third floor of the Atrium near the D-E wing, the Plant Operations Department handles maintenance for heating and air conditioning, electrical systems, plumbing, painting, and more, both in your condominium and Freedom Village's common areas. Our team includes skilled general maintenance experts who are ready to assist you. However, each resident is responsible for repairs of personal property, such as electronics, furniture, window treatments, and custom flooring.

Services

- General Maintenance: We provide standard upkeep for your condominium and the building's shared spaces.
- Special Requests: Need something extra? We can help customize your living space, such as hanging pictures or installing ceiling fans and new lighting, for a reasonable fee. A complete price list is available upon request.

Appliances

Each condominium is equipped with a refrigerator-freezer, an electric range, a garbage disposal, a washer, a dryer, a dishwasher, and a microwave.

The Plant Operations team maintains all appliances provided by Freedom Village. Residents who have their own appliances must arrange for warranty or service contracts. We cannot service or maintain appliances supplied by residents. Freedom Village appliances can be removed or stored for future use upon request.

Exterminator Services

A professional pest exterminator visits weekly. Submit a work order if you need them to visit your condo. For urgent pest issues, contact Maintenance directly.

Phone, TV, and Internet Services

Freedom Village offers plans with unlimited local and domestic long-distance calls, as well as international plans available for an additional fee. High-speed internet and enhanced phone features, such as caller ID and call waiting, are also available. Contact us for more information or to learn about our services.

Basic cable services from Comcast are available in all condos. Residents may arrange with Comcast for additional features for which they will bill the resident directly.

Additional charges will apply if a resident needs assistance with personal devices such as cell phones, printers, and computers.



Preventive Maintenance

Our team conducts routine checks to keep everything running smoothly, including:

- Semi-annual HVAC filter replacement of heater-air conditioner filters.
- Testing and replacing the batteries of Life Alert emergency call pendants.
- Annual smoke detector checks.
- Refrigerator filter replacements.
- Battery replacement in the electronic door locks.

How to request maintenance service:

- Call the desk of the Plant Operations Administrative Assistant at 484-288-2626, Monday through Friday from 7:30 am to 4:30 pm. If the Administrative Assistant is unavailable, please leave a voicemail with your name, condo number, and a brief description of your request.
- After hours or on weekends, contact the Front Desk.
- Fill out a Work Order form on the desk outside the Maintenance office.
- Submit a request via the Resident Portal (Touchtown).
- Send an email to workorders@fvbrandywine.com.

We strive to respond to non-emergency requests within a few working days. However, be aware that emergencies, such as water leaks, take priority and must be addressed immediately, even if that means deferring service on less urgent requests.

If it is an urgent matter, call the front desk immediately.



Sales and Marketing

Contact information:

- Director of Sales & Marketing: 484-288-2600
- Marketing Coordinator: 484-288-2601
- Move-in Coordinator: 484-288-2604

The Sales and Marketing Department is located just inside the main entrance of the Village. It plays a vital role in shaping the future of Freedom Village. By creating opportunities for prospective residents to learn about and experience our community, the department ensures that we continue to welcome a vibrant and diverse group of residents who contribute to the richness of life here.

Recognizing that the Marketing Department often provides a vital first impression of Freedom Village, we strive to deliver outstanding service and attention, exceeding expectations and setting the tone for our exceptional experience.

To ensure that every new resident's transition to senior living at Freedom Village at Brandywine is as smooth as possible, we have an experienced Move-in Coordinator who works closely with new residents. This Coordinator provides guidance before arrival, offers personalized support during the move-in process, and continues to assist afterward to help each individual feel at home.

Resident participation is a cornerstone of maintaining Freedom Village as a thriving and occupied community. The "Friends for Life" resident referral program encourages residents to share the fantastic lifestyle here with their friends, offering a unique opportunity to play an active role in building our community. Through this program, residents can receive monetary rewards for referring friends who decide to join us. If you know someone who would be a good fit for Freedom Village, please complete a "Friends for Life" referral card available in the Marketing office. After all, good friends make great neighbors!

We also invite residents to partner with the Marketing team as "Marketing Ambassadors" or "Good Neighbors." These volunteer opportunities provide a meaningful way to contribute to the growth and vibrancy of Freedom Village.

Marketing Ambassadors are enthusiastic residents who enjoy promoting our community to potential new neighbors. Ambassadors might join prospective residents for lunch, lead weekend tours, assist with administrative tasks, or even appear in marketing materials. Their firsthand experiences bring authenticity and warmth to the marketing process. Ambassadors meet quarterly (or more often, as needed) with the Marketing team to stay informed about upcoming events and share their ideas.

If you are interested in becoming an Ambassador, feel free to contact anyone in the Marketing Office.



Good Neighbors are residents who mentor new arrivals, helping them settle into life at Freedom Village. They warmly greet newcomers upon move-in, offering hospitality, practical information about activities, clubs, and services, as well as guidance on navigating the community. Good Neighbors meet with the Marketing team every other month to stay updated on scheduled move-ins and provide feedback.

Freedom Village at Brandywine also opens its doors to community and civic groups, offering our spaces for meetings and events. This highlights our many amenities and the beauty of our surroundings, introducing more people to the friendliness and welcoming spirit of our residents and associates.

The Marketing Office is here to support both residents and visitors. We welcome your comments and suggestions. Please stop by during our office hours, Monday through Friday, 8:30 am to 5:00 pm, or schedule an evening or weekend appointment if needed.

Together, we can ensure that Freedom Village continues to grow and thrive as a vibrant, inclusive community.



Wellness Services

Contact Information:

Wellness Nurse: 484-288-2589

Wellness Office and Hours

The Wellness Office is on the 3rd floor of the B-wing, on the left, past the Therapy Gym. The Wellness Nurse is typically available on weekdays from 7:00 am to 3:00 pm, and the office is open for visits on weekdays from 8:30 am to 10:00 am.

If the Wellness Nurse is out of the office, please call and leave a voicemail. A staff member will return your call as soon as possible.

Emergency Response

In an emergency, press your Life Alert pendant or pull the emergency cord in your bathroom. This will alert the Front Desk, and a staff member will respond promptly. You can also call the Front Desk (610-383-5100) or 911 if you need immediate assistance.

Elective Medical Procedures

If your physician has scheduled you for an elective procedure (for example, surgery) that will keep you in the hospital, notify the Wellness Nurse. Informing FVB about upcoming hospitalizations enables the care team to collaborate with hospital case managers to coordinate effective discharge plans.

After a stay at a hospital or any healthcare facility within Freedom Village, the Wellness Nurse will contact you to ensure that any medications, equipment, and therapies are appropriately managed.

Meal Delivery During Illness

Residents who are ill or returning from hospitalization or higher-level care may request Wellness Tray Service for meals. The Wellness Nurse will confirm the request and notify Dining Services.

Medical Care Appointments

Appointments for medical care services at Freedom Village are scheduled directly with the provider. A list of visiting specialists and their availability is available from the Wellness Nurse.

Medical Records

Residents must complete a Resident Health Form, which should be updated annually or whenever their situation changes. This confidential form is kept secure in the Wellness Office and is used in the event of an emergency. Residents or their families should maintain an updated copy of the Resident Health Form for personal use.



Prescriptions

Residents in Independent Living or their family members are responsible for managing their prescriptions and may use any pharmacy they choose. Some local pharmacies regularly deliver to Freedom Village. If you need assistance in selecting a pharmacy, contact the Wellness Nurse.

Prescriptions delivered to Freedom Village will be held for pickup at the Front Desk.

Resident Care Services

The Nurse Navigator provides assistance with medical services, healthcare coordination, and support that may be required following hospital stays or visits to other levels of care.

When additional assistance is needed, the following options are available:

- Innovative Home Services (IHS): Assistance with bathing, dressing, meal preparation, shopping, housekeeping, and medication management. You can find more details on IHS services on page 39.
- Healthcare Services at Freedom Village: Short-term or long-term care options, as covered in more detail elsewhere, include:
 - The Inn: Skilled nursing and rehabilitation services.
 - Memory Care: Alzheimer's and dementia care.
 - The Gardens: Personal care (also known as Assisted Living).



The Resident Advisory Council (RAC)

The Resident Advisory Council is a group of nine elected residents, comprising two representatives from each wing of Freedom Village and one from the Terrace Homes. RAC's primary role is to advise and make recommendations to management on operations that impact residents' lives and to address their concerns.

Meetings

As noted earlier, open RAC meetings are generally held on the first Thursday of each month at 10:30 am in the Auditorium. Residents are encouraged to attend and ask questions. Closed RAC meetings are held monthly between the Executive Director and the elected RAC members.

Committees

The following standing committees operate under the RAC's guidance:

- Finance Committee
- Dining Services Committee
- Health and Safety Committee
- Buildings and Maintenance Committee
- Landscape and Grounds Committee
- Inside Property and Furnishings Committee
- In-House TV Committee
- Outreach Committee

Membership in committees is open to all residents, and all residents are invited to attend committee meetings, whether they are members or not. Meeting schedules can be found in the calendars and other information sources described earlier.

Meeting minutes for RAC and most of its committees are available in the Library on the second floor of the Atrium. They are kept in three-ring binders on shelves at the rear.

Serving on RAC

Annual elections are held each November. All residents in the Village are eligible for membership. Those interested in serving should speak with a member of the Nominating Committee or any Council member for details about the process.



Freedom Village at Brandywine Employee Appreciation Fund

Tipping or giving gifts of significant value to employees is not permitted. Hence, the Employee Appreciation Fund was created in 1998. It allows residents to recognize the dedicated efforts of Freedom Village associates through a monetary gift.

This annual gesture of gratitude acknowledges the wide range of care and services provided to residents, including dining service, security, maintenance, housekeeping, healthcare support, and much more.

Here are some key points about the fund:

- Contributions are voluntary and may be made at any time during the year.
- The fund year runs from December 1 to November 30.
- Donations are deposited into a dedicated checking account at WSFS Bank in Wilmington, Delaware.
- Residents and their families can contribute in cash or with checks payable to **FVB Employee Appreciation Fund** or **EAF**.
- Drop your contribution (cash or check) in the white lockbox at the left-hand end of the Front Desk.

Eligibility for Distributions:

- All staff members on payroll as of November 30, except the Executive Director and Deputy Executive Director (Healthcare Administrator), are eligible.
- Directors and other higher-paid employees will receive a \$100 gift, but they do not participate in the general distribution of funds.
- The distributed amount for each eligible staff member is determined by the number of non-overtime hours worked. A staff member must have earned at least \$25.00 to qualify.

Guidelines for Resident Contributions:

- Appreciation Fund committee members suggest a contribution of \$1.50 per day per resident, but any amount is appreciated.
- Contributions are considered gifts and are not tax-deductible.



Freedom Village at Brandywine Scholarship Fund

The Freedom Village at Brandywine Scholarship Fund (FVBSF), established in 2006, is a resident-driven, nonprofit charitable corporation dedicated to providing scholarship grants to Freedom Village staff members pursuing further education. All residents of Freedom Village are automatically members of the corporation.

- **The Fund is a recognized 501(c)(3) entity. All contributions are tax-deductible.**
- An eight-member Board of Directors governs the fund. All Directors are Freedom Village residents who serve two-year terms and are limited to two consecutive terms. Elections are held annually.
- We acknowledge all gifts with a receipt for tax purposes.
- A copy of the IRS Favorable Determination letter is available upon request from any board member.

Checks should be payable to **Freedom Village at Brandywine Scholarship Fund or FVBSF**. Donations may be placed in the secure box in the in-house mail room, delivered to the Executive Director's office, or mailed to:

*FVBSF
15 Freedom Boulevard
West Brandywine, PA 19320*

Residents may use their gifts to memorialize loved ones or to honor milestones such as birthdays or anniversaries.



Appendix I – Healthcare Services at Freedom Village

Our healthcare services are guided by a resident-centered approach rooted in respect and compassion. We believe that quality care extends beyond medicine and therapy, recognizing that true well-being requires a holistic approach. Our interdisciplinary team collaborates to provide comprehensive support, drawing on the expertise of various disciplines and departments to meet the unique needs of each resident.

We offer healthcare services in the Skilled Care and Personal Care areas of Freedom Village, specifically in:

- **The Inn** at Freedom Village (Arbor and Glen units, 35 Freedom Blvd, two floors)
- **The Gardens Personal Care:** (25 Freedom Blvd, three floors)
- **Memory Care** (Located within Personal Care, 30 Freedom Blvd, one floor)

Residency in The Inn, The Gardens, or Memory Care is voluntary or may be recommended by a physician or the Freedom Village Continuum Care Committee. Admission requires a physician's order. This issue is addressed in the contract each resident signs upon settling on their condominium.

3.3 Levels of Health Care. Decisions regarding your need for care, the appropriate level of care, the appropriate location for the provision of such care and whether your transfer to the Health Care Center or an outside facility is temporary or permanent, will be made in our sole discretion, acting through the Health Care Committee after consultation with you, your physician and your representative. The Health Care Committee is comprised of the Executive Director, Skilled Nursing Facility's Administrator, the Medical Director, the Director of Nursing, and the Social Services Coordinator. We may elect to add or delete parties to the Health Care Committee as we deem appropriate. The Health Care Committee is further charged with the responsibility of determining whether a resident has reached Permanent Care Status in the Health Care Center.

Governmental bodies regulate our healthcare services. Admission depends on bed availability and the specific needs of each resident. If we cannot accommodate the resident's needs due to space, our staff will work with residents, their family, or their designated healthcare proxy to find suitable alternatives.

- The Inn (Skilled Nursing and Rehabilitation) and the Memory Care area can be accessed from the Village by walking through the greenhouse located at the end of the first floor of the C-wing and then through the double doors at the far end of the greenhouse.
- The Gardens (Personal Care, formerly Assisted Living) can be reached from the Village by going out the door at the end of the first floor of the B-wing and walking the path to the left to the side entry door of The Gardens.



Contact Information:

- Associate Executive Director (Healthcare Administrator or NHA): 484-288-2660
- Director of Clinical Services: 484-288-2658
- Assistant Director, Clinical Services: 484-288-2941
- Director of Personal and Memory Care: 484-288-2654
- Director of Health and Wellness for Personal and Memory Care: 484-288-2698
- Manager of Memory Care: 484-288-2711
- Personal Care Sales Manager: 484-288-2709

The Inn (Skilled Nursing and Rehabilitation)

A two-story building designed for comfort and care, The Inn provides skilled nursing and rehabilitation services in a supportive environment. Residents benefit from personalized care plans and professional medical services that promote recovery, wellness, and quality of life. Social engagement and tailored programs ensure we meet each resident's physical, emotional, and social needs with compassion and respect.

Support services, some of which require a physician's order, include:

- Professional nursing staff available around the clock
- Administration and monitoring of medications
- Assistance with bathing, dressing, and mobility
- An emergency call system with 24-hour monitoring
- On-site physical, occupational, and speech therapy
- Three meals daily
- Pharmacy, dental, podiatry, ophthalmology, and mental health services
- Social services and life enrichment programming
- Hospice care (through collaboration with independent hospice agencies)
- Laundry and housekeeping services
- Access to various physicians
- Beauty & barber services
- Private dining options
- Telephone, cable, and internet services

The Healthcare Admissions Liaison coordinates admission to The Inn in consultation with the resident's physician. Although Freedom Village condominium owners have priority, rooms, if available, may be offered to the general community.



When a primary caregiver needs a break, a resident who does not reside in the Inn and requires ongoing care may qualify for a short-term “respite stay.” This option is subject to an admissions assessment and the availability of space.

The Gardens (Personal Care)

The Gardens at Freedom Village at Brandywine, located between The Village and The Inn on the rear section of campus, is a beautiful three-story building offering spacious apartments and a variety of amenities. Designed to balance independence with assistance, The Gardens provides residents with comfortable, elegant accommodations and compassionate, personalized care.

Residents are welcomed into a vibrant community where they can participate in social activities, enjoy their daily routines, and confidently live the life they deserve. Care begins with a personal service assessment, allowing us to listen to each resident’s needs and create a customized plan that evolves with them. From housekeeping and nutritious meals to healthcare and hygiene, The Gardens enables residents to maintain their independence while ensuring their safety, health, and well-being.

Our approach, grounded in understanding and respect, ensures that residents only pay for the services they need and want, offering them and their families flexibility and peace of mind.

Support includes the services listed above for The Inn, plus:

- Personalized service assessments
- Customized care plans that adjust as needs change

The Personal Care Sales Counselor will be happy to provide additional information and offer tours of The Gardens.

Memory Care

Located on the first floor of The Inn, Memory Care offers a cozy and supportive environment specifically designed to meet the unique needs of its residents. Incorporating LCS's *Heartfelt Connections* program, this intimate setting emphasizes a sense of belonging, purpose, and identity. With compassionate, specially trained staff available around the clock, Memory Care provides personalized attention in a warm and welcoming atmosphere.

It features private and semi-private suites, spacious living areas, an outdoor courtyard, and engagement through "Daily Path of Person-Centered Programs."

Support includes all of the services listed in the previous sections

The Sales Counselor will be happy to provide additional information and tours.



Appendix II – Executive Staff Job Descriptions

Administration

The Executive Director oversees the community's finances and operations, works with the Resident Advisory Council and Condo Board, addresses resident concerns, and communicates any policy changes or updates that impact residents.

The Executive Assistant provides administrative support to the Executive Director and other departments.

The Director of Financial Services manages the business office, which includes paying bills and preparing monthly statements for the independent and healthcare areas. They prepare the annual budget, monitor spending, process refunds, and handle financial approvals for new residents.

The Director of Resident Services assists residents in finding resources to maintain their independence and satisfaction, resolves issues, responds to emergencies, contacts family members as needed, and monitors residents' health, safety, and overall needs. They also help residents transition smoothly between care levels on campus.

Community Life Services (Activities)

The Community Life Services Director plans and runs programs to keep residents active, engaged, and happy in all areas of life, including physical, spiritual, emotional, intellectual, and social well-being. They organize events, trips, and gatherings, work closely with residents to match their interests, and manage the department's budget.

Dining Services

The Director of Dining Services manages the dining services for the entire campus, ensures high-quality food and service, coordinates special event catering, and manages the department's budget.

Healthcare

The Health Care Administrator oversees the rehabilitation and long-term care units, manages daily operations, trains and supervises staff, and ensures compliance with regulations to deliver the best possible care.

The Personal Care Director coordinates and oversees all aspects of personal care, including memory care, to ensure residents have a safe and secure living environment. They maintain compliance with regulations to provide top-quality care.

Housekeeping

The Environmental Services Director ensures the campus is clean, handles weekly cleaning of resident condos, coordinates with marketing and maintenance to prepare



condos for new residents, offers extra cleaning services for a fee, and manages the department's budget.

Plant Operations & Maintenance

The Director of Plant Operations oversees all campus maintenance and capital projects, encompassing the physical plant, grounds, repairs, and technical and safety systems, while maintaining a budget-friendly approach.

Sales & Marketing

The Director of Sales and Marketing oversees the sales and marketing process, organizes tours and special events for prospective residents, collaborates with management to qualify new residents, and manages the department's budget.



Appendix III – Important Resident Policies

Personal Service Provider Policy

As an independent resident of our community, you may privately arrange for people to provide personal care services in your condominium. These services may include care-giver assistance, therapy, nursing, personal care, or companion services. In our community, we refer to such individuals as Personal Service Providers (PSPs).

Residents may hire PSPs in addition to using resources available within the community. PSPs can be employed by a licensed or certified home health or home care agency or as independent personal caregivers.

This policy outlines the guidelines residents must follow to ensure their providers meet these requirements:

1. Possess adequate credentials and licensure.
2. Maintain sufficient insurance coverage.
3. Complete a comprehensive background screening.

Residents must provide the community with a signed acknowledgment from the PSP and an Indemnification Agreement, both of which must be signed by the resident. Each PSP, whether an independent contractor or an agency employee, must comply with the community's rules and guidelines, as detailed in the policy.

If you employ a PSP, either privately or through an agency, please contact us to get copies of the Personal Service Provider Policy and the Rules of Conduct. The Director of Resident Services provides these documents and required forms for residents and providers.

Reasonable Accommodation Policy

A reasonable accommodation is an adjustment made to accommodate an individual's specific needs and requirements. A resident or their family member may submit requests for residential accommodation. These requests are reviewed by the Executive Director or a designated representative and may involve the Collaborative Care Committee. Residents or their families must provide all necessary information for the review process to proceed.

Dining and Events Policy

Residents and Healthcare Residents (Life Plan residents residing in personal care, memory care, or the health center) are welcome in residential dining rooms and community events, regardless of whether they require additional support. Assistance such as feeding or transfers from a wheelchair or motorized cart is permitted. Residents using canes, walkers, wheelchairs, or motorized carts may access their tables with these devices.



The reasonable accommodation process may be initiated if a resident's needs exceed what the Independent Living staff can reasonably accommodate.

Motorized Mobility Vehicle Policy

Residents may use motorized wheelchairs and motorized carts as mobility aids. However, use of these aids may be restricted or prohibited if they directly threaten the health or safety of the user or others or cause substantial damage to community property.

Please contact the Director of Resident Services for guidance on motorized mobility vehicle policies and etiquette. Residents using motorized mobility vehicles must register with FVB and comply with operation training and community policies.

Authorized Electronic Monitoring Devices

Residents may install an Authorized Electronic Monitoring Device ("Device") in their residence, provided they adhere to the Community's Authorized Electronic Monitoring Policy. Before installation, the following documents must be completed and returned to the Executive Director:

- Monitored Resident Consent Form
- Indemnification Agreement
- Identification of Authorized Viewers Form
- Roommate Resident Consent Form (if applicable)

Copies of the Authorized Electronic Monitoring Policy and related documents are available from the Director of Resident Services.

Assistance Animal Policy

Freedom Village at Brandywine ("the Community") is committed to providing reasonable accommodations for residents with disabilities who require assistance animals. This policy ensures such residents have equal access to use and enjoy the Community in compliance with the Americans with Disabilities Act, the Fair Housing Amendments Act, and relevant state laws prohibiting disability-based discrimination.

Definition of Assistance Animal

An "assistance animal" is any animal that performs work tasks or provides support to mitigate the effects of a physical, sensory, psychiatric, intellectual, or other mental disability. The work or support must directly relate to the individual's disability. This may include guiding residents with vision impairments, alerting those with hearing impairments, alleviating symptoms of anxiety or depression, pushing a wheelchair, or retrieving dropped items. Both emotional support animals and service animals are considered assistance animals and are exempt from our pet policy.



Registration of Assistance Animals

Assistance animals must be registered with FVB before being brought onto the site. Registration requirements include:

1. A letter from a medical or mental health provider verifying that the animal is necessary for the resident's disability.
2. A certificate from a licensed veterinarian or authorized state or local agency confirming the animal has all required vaccinations.
3. Licensing by the appropriate government authority, if applicable.
4. Contact information (including names, addresses, and phone numbers) for two responsible parties who will care for the animal if the resident is unable to do so.

Failure to provide complete registration or to update the registration annually at the start of the calendar year may result in a refusal to register the animal.

Requirements for Assistance Animals

1. **Leash:** Assistance animals must be on a leash, harness, or tether unless the resident's disability prevents this or it interferes with the animal's performance.
2. **Conduct:** Residents must maintain complete control of service animals and are solely responsible for their care and supervision. If separation is necessary due to safety concerns, the resident must arrange for the animal's care.
3. **Sanitation:** Residents must clean up after their animals and use designated toileting areas, if available. They must also prevent issues such as noise, odor, or infestations.
4. **Care:** Residents are responsible for feeding, watering, and providing all necessary care for their animals. Community staff or volunteers will not provide animal care unless they are specifically contracted to do so.

Liability

Residents are responsible for any damage caused by their assistance animals, including property damage and injuries to other residents, staff, or visitors. They must indemnify the Community for litigation costs and attorney fees related to such incidents. All expenses related to the animal, such as cleaning, de-fleeting, and vaccinations, are the resident's responsibility. No pet deposit or fee will be charged for assistance animals.

Identification

1. Assistance animals must wear an appropriate local animal license if required.
2. Each animal must have an identification tag with the resident's name, phone number, and residence number.
3. A current photograph of the animal must be kept in the resident's file.



Insurance

Residents must assume full responsibility for any problems, such as injury to other people or damage to personal property, another resident's property, or FVB's property caused by the assistance animal. The Community recommends that residents obtain liability insurance to protect against such losses.

Protection of the Assistance Animal

If the animal's health or safety is at risk due to the resident's incapacity, death, or other factors, the Community may contact the designated responsible parties listed in the registration. If these individuals are unavailable or unwilling to care for the animal, the Community may involve appropriate state or local authorities. After providing the required notice, the Community may remove the animal from the residence and ensure its care at the resident's expense.

If the resident or their estate is unable or unwilling to pay, the cost of animal care may be offset against any repayment due under the resident's residency agreement.

Assistance Animal Violations

If the Community determines that a resident has violated rules regarding assistance animals, it will issue a written notice of the violation. Residents will have seven days to correct the issue. Failure to resolve the problem may result in the animal's removal.

Under applicable laws, animals may also be removed if deemed a nuisance or a threat to health or safety.

Disclaimer For Policies

Life Care Services LLC (LCS) prepared the above policy and related directions to assist its clients. Because laws vary from state to state and because the policy may be used in a variety of circumstances, the policy and related directions are to be used by clients of LCS only after such policy has been reviewed and approved by legal counsel.

We recommend that clients regularly contact their compliance coordinator or manager for any changes to the above policy or related directions. Due to the numerous standard policies and guidelines available from LCS Compliance, LCS Compliance recommends that clients periodically review LCS Connect under Departments, Compliance, Standard Documents to verify the current status of their policies.

Please contact the Director of Resident Services or the Executive Director's office for more information.



Appendix IV – Touchtown Functions

Here is what is available on the Uniguest/Touchtown App and Website.

- Activities – a list of the times and places of activities for the coming seven days
- Announcements – a slideshow of the announcements that appear on the display screens
- Backyard Birders – a selection of information for birdwatchers
- Bocce schedule
- The Bugle and The Toot – recent issues
- Calendar – recent monthly calendars
- Continued Learning – a selection of informative video tutorials
- Committees and Advisory Council – a detailed list of resident committees, their purposes, and their membership
- Daily Fun Fact
- Daily Games and Comics
- Dining Menu – current menus for the dining rooms and the Bistro
- Dining Services – The Portal for dining reservations and other helpful information
- Employee Directory
- In-house TV Schedule
- Innovative Home Services – An online form that can be used to request assistance of many sorts.
- Monthly Birthday Lists – Birthdays of residents & staff during the current month
- Movie Schedule
- Museum Tours – Video tours of many museums, including, for example, the Guggenheim Museum and the Sistine Chapel.



- New Residents – Names and photos of those who recently joined us in Freedom Village.
- New Tech Help – Slightly dated but still valuable tutorials on various kinds of equipment.
- PS Salon – Hours and services list.
- Resident Amenities – Phone numbers for various public rooms, including, for example, the Card Room and the Library.
- Resident Directory – Locations and photos of residents. (Photos are included only when permitted by the resident.)
- Stay Hydrated - Information about hydration and “National Hydration Day.”
- Tentative Events Schedule – Preliminary information about events in the coming month.
- Transportation – An online form to request transportation to and from appointments. (This form is also available at the Front Desk.)
- Weekly Calendar
- Wellness – Handy information about taking care of yourself and being taken care of at Freedom Village.
- Work Orders – An online form to create a work order or request maintenance for issues such as replacing ceiling fixture light bulbs, loosening sticky windows, repairing a dripping faucet, cleaning carpets, or hanging pictures.



Appendix V – Pool Rules for Residents and Guests

Your safety and enjoyment are our top priorities. Please follow these important rules when you and your guests are using our swimming pool.

Resident Pool Rules and Safety Tips

1. *Never Swim Alone* – Use the Buddy System. Always swim with a friend. Having a buddy ensures that somebody is nearby in case of an emergency.
2. *Check with Your Doctor*. Before engaging in pool activities, speak with your healthcare provider to ensure swimming is safe for your health and mobility. Then, recheck with your provider after significant medical changes or at least once a year thereafter.
3. *Stay Hydrated*. Even in the water, you can become dehydrated. Drink plenty of water before and after swimming.
4. *Do not use the Pool if You Feel Unwell*. Do not swim if you feel dizzy, fatigued, nauseous, or unwell in any other way. Water activity should be enjoyed when you feel alert and steady.
5. *Use Handrails and Pool Steps Carefully*. Always use handrails when entering and exiting the pool. Walk carefully on wet surfaces to prevent slips and falls.
6. *Wear Slip-Resistant Footwear*. Wear water shoes or slip-resistant footwear around the pool deck to prevent falls.
7. *Be Aware of Pool Depth*. Our pool is not exceptionally deep. Do not dive or jump in. Enter the pool slowly and carefully.
8. *Use Personal Flotation Devices Safely and Responsibly*. Residents are welcome to bring an approved flotation device for personal safety, provided it is in good working condition. Community-provided life-saving flotation devices (such as life rings or rescue tubes) are for emergency use only and should not be used for recreational or personal support while swimming. Please help us keep the pool safe by ensuring emergency equipment is available and in place at all times.
9. *Know how to call for help*. Be aware of the method of calling for emergency help while in the pool area.

Guest Pool Rules

1. Guests must follow the rules for residents, as outlined above.
2. Guests may not enter the pool area before their accompanying resident arrives, and they must depart when their accompanying resident leaves. Residents are required to stay with their guests for the entire duration of the visit.
3. A resident household may host no more than five guests per day. This limitation is subject to the following rules:



- A resident may have more than five guests per day if they are the resident's children or grandchildren
- Siblings, cousins, and other extended family of a resident are, however, subject to the five guests per day limit.
- 4. A local guest may only be allowed to visit the pool once a week, regardless of who the host is on each visit. For example, a guest may not use the pool on Monday with one resident and again on Wednesday with another.
- 5. An out-of-area guest is not subject to the weekly visit restriction but is limited to 10 visits per season.
- 6. Residents are responsible for their guests at all times. Residents will be liable for any damage their guest(s) may incur.
- 7. Parents must always watch their children. Parents are responsible for the safety of their children while in the pool area.
- 8. Children five years of age and under must always be within arm's reach of an adult when in the pool.
- 9. Children requiring a diaper must always wear a swim diaper.
- 10. Proper swimming pool attire must be worn. No cut-offs, pants with holes, or other improper clothing is allowed.
- 11. Freedom Village reserves the right to suspend guest privileges if necessary.
- 12. Freedom Village is not responsible for the loss or theft of personal belongings.

For additional guidance, contact the Director of Resident Services, the Community Life Services Director, or the Office of the Executive Director.



Appendix VI – Woodshop Rules & Regulations

A woodshop has been established at Freedom Village at Brandywine (FVB) for the use and benefit of residents. It is intended for the enjoyment of individual resident craftsmen. *Visitors, guests, and family members of residents are not permitted to use the woodshop or its equipment.*

While primarily a woodworking space, the shop can also accommodate other hobbies or repair work. Please note that the woodshop is distinct from the Arts & Crafts Room, where residents can work individually or take classes with greater supervision.

The shop is located on the second floor of the Atrium, with the entrance at the beginning of the B-C corridor. A key is required to enter. A separate room on the fifth floor is designated for storing and using flammable and volatile finishes. The same key unlocks this door.

The woodshop is locked when not in use and is available from 7:00 a.m. to 9:00 p.m.

Residents may qualify to use the woodshop by signing a liability waiver (as noted below) and receiving safety training. Once qualified, residents will receive a key to access the shop. Woodshop privileges may be revoked for safety violations.

In addition to working on their own projects, committee members may perform tasks such as furniture repair for other residents, who will be responsible for paying for materials and supplies, as well as making a monetary contribution in support of ongoing woodshop expenses.

The shop may not be used for the repair or refurbishment of durable medical equipment, including but not limited to crutches, scooters, walkers, rollators, canes, wheelchairs, oxygen concentrators, lift chairs, bathing aids, and other assistive devices.

For more information or to express interest in using the shop, please contact Kim Ranck, Director of Community Life Services. The office is on the 2nd floor, facing the D-E side elevators. The phone number is 484-288-2594.

FVB Woodshop Committee

Any resident who holds a key to the shop is considered a de facto member of the Woodshop Committee. The following rules apply:

- **Liability Waiver:** Residents intending to use the woodshop do so at their own risk and must sign the “Woodshop Liability Release” available from Community Life Services.
- **Safety Training:** Before using the shop, new members must receive instruction from a current member on general safety procedures and the safe use of power tools.
- **Tool Use:** All tools, equipment, and supplies that are the property of the woodshop must remain in the shop, with the following exception: Tools may be borrowed after



signing and dating the “check-out list” located near the shop door. Borrowed tools may not be removed from the FVB campus and must be returned promptly.

- **Inspection and Maintenance:** All tools and equipment, regardless of ownership, are subject to inspection and servicing by FVB staff.
- **Safety Inspections:** FVB Management has the right to inspect all tools and equipment before they are used and may periodically inspect or service them. Tools or equipment deemed unsafe may be removed from service.
- **Non-commercial Use:** The shop may not be used for commercial purposes. While work such as furniture repair may be performed for other residents, those residents must pay for materials and supplies used and make a donation in support of the woodshop.
- **Meetings:** Quarterly meetings of the Woodshop Committee are announced in the FVB calendars and schedules.
- **Officers:** Officers of the Woodshop Committee (Chairman, Secretary, and Treasurer) are elected annually by the members. Officers may be reelected without term limits. Their duties are as documented in the RAC guidelines.

Safety Considerations

The following FVB-provided equipment is located near the front door of the woodshop and in the finishing room:

- Emergency alarm system (pull cord)
- Fire extinguisher
- First aid kit
- A telephone is located to the left of the window.

Safety Considerations

- **Minor Injuries:** Use the shop’s first aid kit.
- **Emergency Procedures:** In the event of a serious injury, use the emergency alarm pull cord, the emergency call pendant (supplied to all residents), or call the Front Desk at 610-383-5100.
- **Eye Protection:** Always wear eye protection when using tools, especially power tools, or when performing any activity that might produce flying particles, dust, or debris. A face shield, safety glasses, or goggles should be worn by anyone in the vicinity, not just the person operating the tool.
- **Breath and Lung Protection:** The powered dust collection system installed in the shop should be used whenever tools are in operation to help reduce airborne dust. Additionally, dust masks should be worn when using a power tool and when



sanding. This rule applies not only to the person doing the work, but also to anyone else in the vicinity.

Finishes, stains, and solvents should not be used in the 2nd-floor wood shop, but rather, in the 5th-floor finishing room. Stronger protection, such as a respirator rated for organic vapors, should be used in that area. Read and follow the safety instructions on product labels.

- **Power Tool Instruction:** Power tools may only be used after a Woodshop Committee member has provided instruction on their safe and proper operation. Manuals for power tools are stored in the left-hand wall cabinet.
- **Clothing:** Loose clothing, including ties and jewelry, is prohibited, except for shop coats or aprons.
- **Tool Inspections:** Users must inspect power tools and cords (including extension cords) before each use. Damaged tools or cords should be removed from service and not used until repaired or replaced.
- **Tool Guards:** If a power tool is equipped with a guard, it must be installed, properly adjusted, and in good condition. Examples include table saws, compound miter saws, drill presses, and circular saws.
- **Floor-Mounted Tools:** Tools that may be subject to tipping must be secured to the floor. Users should ensure this before use.
- **Clean-Up:** Residents are responsible for cleaning up sawdust, chips, and debris before leaving the shop.
- **Power Tools:** Before leaving the shop, ensure that all power tools are turned off and that portable power tools are unplugged and properly stored.
- **Faulty Equipment:** Damaged or defective equipment should be removed from service and reported to the Plant Operations (Maintenance) Department immediately. If possible, place an “out of order” sign on faulty equipment.

Finishing and Chemical Storage

A Finishing Room on the 5th floor is designated for finishing and storing finishes and chemicals.

- **Aerosol Sprays:** Aerosol paints should not be sprayed or stored in the woodshop. They should only be used in the Finishing Room.
- **Safety Data Sheets:** All chemicals must have a Safety Data Sheet (SDS), which must be stored in an accessible location within the Finishing Room. Alternatively, clear safety instructions must be available on the chemical containers.
- **Flammable Liquids:** Combustible and flammable liquids must be stored in approved flammable liquid storage cabinets.



Appendix VIII – Lithium Battery Guidance

Lithium batteries and devices powered by them are becoming increasingly common, but they require special care for safety and proper disposal.

This section provides guidance on handling, charging, and disposing of lithium batteries and lithium-powered equipment.

Battery Disposal

Standard, everyday *alkaline* batteries, including AA, AAA, C, and D cells, as well as 9-volt batteries and other alkaline batteries, are now considered safe for disposal in household trash. This change is a result of improvements in the manufacturing process.

All other non-rechargeable batteries, including single-use lithium batteries and button-cell batteries, contain hazardous heavy metals and toxic chemicals.

They must not be disposed of in household trash.

These batteries, as well as the equipment that contains them (if the batteries cannot be removed), should be disposed of in the special recycling box located outside the Plant Operations office on the third floor of the Atrium at the beginning of the D-E corridor. Please follow the instructions on the box. A chart is available to help identify the types of batteries that can be disposed of.

If a device is too large to fit in the recycling box, check with a member of Plant Operations to determine the best course of action.

Please note that there is no longer a battery drop-off box in the Creative Arts Room

Safety Best Practices for Lithium-Ion Powered Devices

Any personal mobility device (PMD) used on the FVB campus must be registered with the Community Life Services Department and must have Underwriters Laboratories (UL) approval. Proof of UL approval must be shown at registration. The office is on the 2nd floor, facing the D-E side elevators.

- **Do not** park any personal mobility device (PMD), such as an e-bike, scooter, or wheelchair powered by lithium-ion batteries, in hallways or tower stairwells.
- **Do not** charge your PMD overnight or while sleeping.
- **Do not** use an extension cord or power strip when charging your device. It is unsafe to do so.
- Use only the charging cord that came with your device.



- Disconnect your device once it is fully charged.
- Protect the battery from mechanical damage and water, or any other liquid.

It is essential to discontinue using your PMD if the battery is damaged, has become wet, or if you notice any of the following battery conditions.

- Odor
- Change in color
- Excessive heat
- Change in shape
- Leaking
- Odd noises

We appreciate your cooperation in helping to prevent fires, injuries, and environmental harm caused by lithium batteries and equipment that uses them. By being aware and observant, we can keep our community safe and sustainable.

Should you have any questions or concerns, please contact the Plant Operations Department at 484-288-2626.



Appendix IX – Dining Room Dress Code

Freedom Village at Brandywine aims to create a friendly and respectful dining environment for everyone. To help with this, we ask that residents and their guests wear suitable clothing in all dining areas. Please dress according to the occasion and setting, keeping in mind the level of formality for each venue.

While all dining spaces require neat and respectful clothing, the Bistro is a bit more casual than the main dining rooms.

Residents should inform their guests about our dress standards before they arrive and remind visitors from out of town to bring appropriate clothing for dining.

The current dress code is posted at the Hostess Desk and is reviewed from time to time. Any updates will be shared and posted accordingly.

This code applies to everyone aged 12 and older. If you have questions or need clarification, please contact the Dining Services Department.

