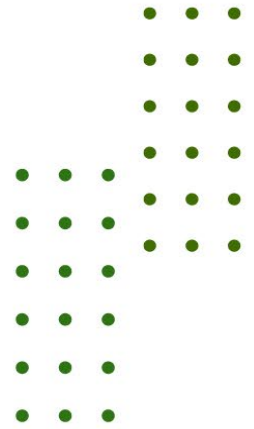


BROADMEAD, INC.

# RESIDENT HANDBOOK

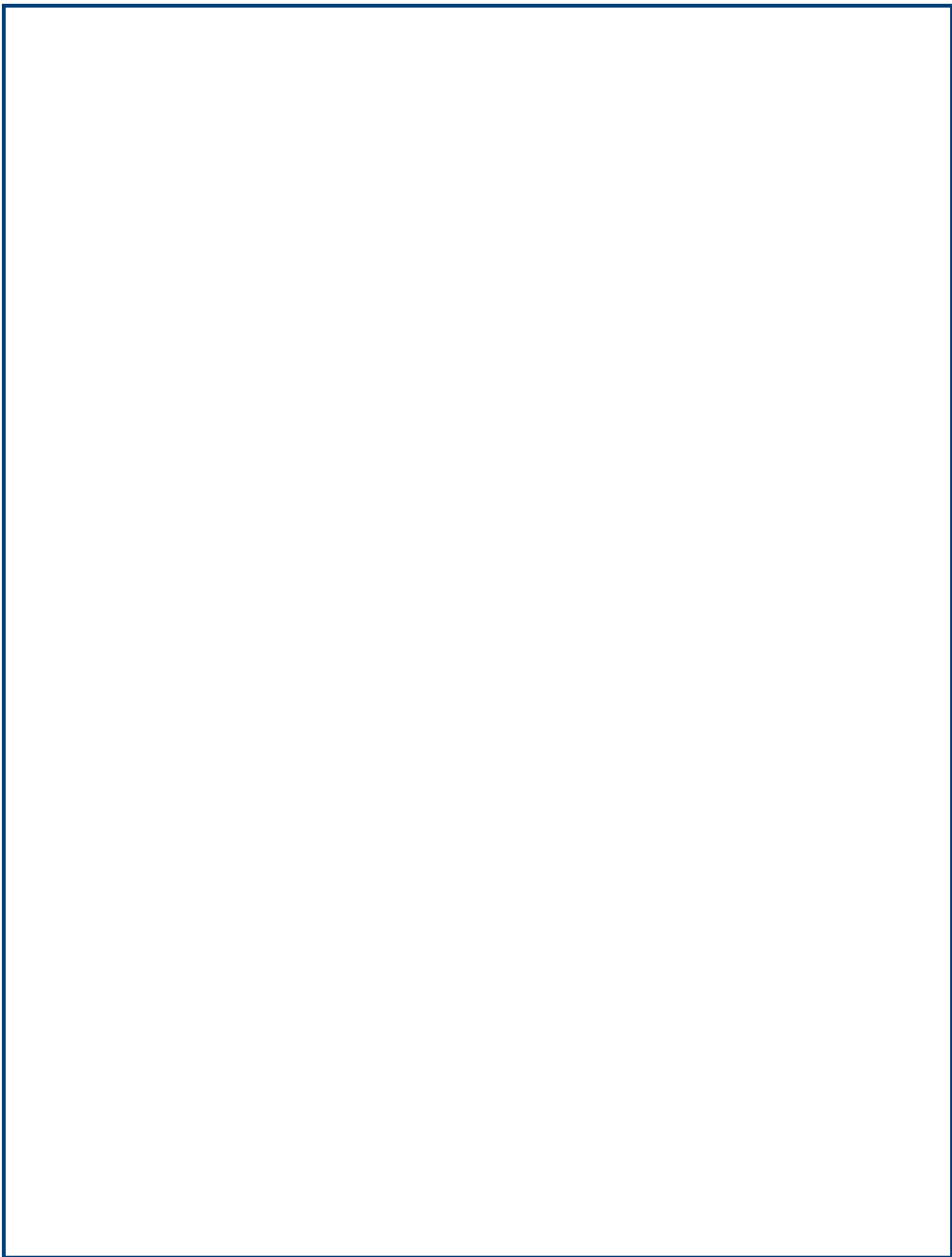


*Photo courtesy of Erroll Hay*

**BROADMEAD**  
A Dynamic Lifestyle Community™

**2023**

13801 York Road  
Cockeysville, MD 21030  
410-527-1900  
[www.broadmead.org](http://www.broadmead.org)



# WELCOME TO BROADMEAD

The Resident Handbook is your guide to life at Broadmead. It contains information that will be useful to you and is intended to inform you of the customs and practices of Broadmead. It is not a legal document outlining the contractual rights of the resident or Broadmead.

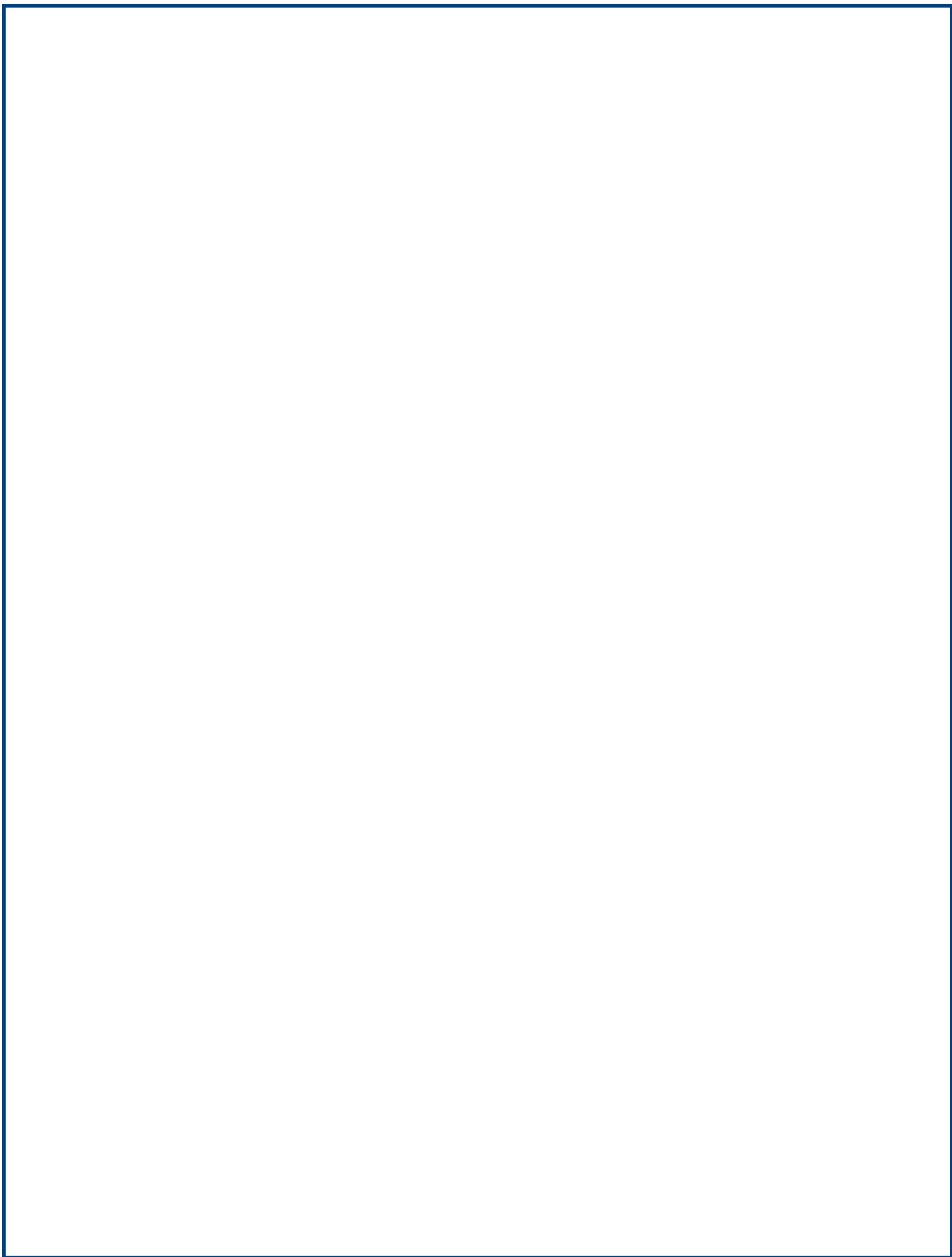
Few rules are necessary in a community of mature individuals; however, the observance of certain practices and standards will contribute to the happiness and wellbeing of all. This handbook has been prepared to help ensure that relationships between and among residents, staff, and the Board of Trustees are based on goodwill and understanding. The policies and procedures referenced here may change from time to time as required to accommodate the changing needs of the Broadmead community.

Broadmead is a nonprofit corporation governed by a Board of Trustees. The Broadmead Board of Trustees is a dedicated, volunteer Board with many responsibilities and one overarching role to assure the continued achievement of Broadmead's Mission. Trustees have the challenging task of balancing the needs of current residents and team members while considering the less clear but equally important needs of future generations who will one day live and work at Broadmead.

Trustees are open to hearing all voices but must retain the authority to make informed decisions that guide current service while building a strong framework for Broadmead's future. Residents are encouraged to exercise their independence and self-direction while respecting the ultimate authority of those who make the decisions to enable Broadmead's continued advancement.

Broadmead is not a condominium, cooperative or membership organization. Residents will not have the opportunity, nor the responsibility, to make management decisions on behalf of Broadmead or its affiliates. Residents are welcome and encouraged to submit suggestions regarding the services and programs provided to the Broadmead Residents' Association and to members of Broadmead's Executive Leadership Team.





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## MISSION, VISION & VALUES

### **Mission**

To foster independence, growth, and the opportunities in elderhood by supporting a dynamic community, providing exceptional health services, developing collaborative relationships, and upholding Quaker values.

### **Vision**

To be a leader in the development of high quality, innovative solutions that enrich the lives of older people, promote relationships, and create opportunities as it extends its mission of service in the Quaker tradition.

### **Values**

#### Community

We value collaboration, acting with a spirit of pluralism in a caring, family-like atmosphere.

#### Integrity

We honor the truth, transparency, and the importance of giving and earning trust.

#### Serenity

We affirm life, foster tranquility, and a peaceful spirit.

#### Life-Long Learning

We use our different gifts to create innovative and enriching programs and to mentor each other.

#### Simplicity

We are good stewards of our resources.

# THE BROADMEAD STORY

When it was realized that a home for dependent Friends was needed, the Baltimore Monthly Meeting of Friends, Stony Run appointed a committee to further explore this matter. As a result, Darlington was established but closed after 10 years when the need seemed to have passed.

In 1916, there was a new perceived need for another Friends home and the Yearly Meeting established the Hallowell at 2036 Park Avenue in Baltimore City. The Hallowell soon outgrew its existing space and was relocated to Park Avenue and Reservoir Street in 1923. The Hallowell was later named The Taylor Home as a tribute to Jonathan K. and Emma Taylor who bequeathed a generous legacy to the Baltimore Monthly Meeting of Friends for the establishment, erection, and maintenance of a Friends home under the control and management of Baltimore Monthly Meeting of Friends. The Taylor Home was later relocated to 4608 Roland Avenue in 1957.

In 1973, when major renovations became necessary to satisfy state licensing requirements, the Taylor Committee appointed a committee of the Meeting to recommend how the Meeting would fulfill its responsibility for the care of elderly Friends and carry out the Taylor bequest within the next two years. The resultant Committee on Aging began a study of the Development Economics Group's feasibility analysis and concluded that a lifetime care aging center in the Baltimore metropolitan area would be the best option.

To accomplish this goal, a request was made to the Baltimore Monthly Meeting of Friends, Stony Run to approve the Committee on Aging's proposal to establish a separate corporation of representatives of the various Meetings in the Baltimore metropolitan area. Under this agreement, Stony Run Meeting would make available the accumulated reserve funds and the income from the principal of the Taylor bequest other than that required to provide for the future care of Friends then residing in the Taylor Home.

In 1975 the Committee on Aging was renamed as the Lifetime Care Committee and plans for a lifetime care center were underway. The Articles of Incorporation of the Friends Lifetime Care Center of Baltimore, Inc. were approved in 1976 by the Maryland State Department of Assessments and



Taxation. Trustees named the new lifetime care center "Broadmead" after the place in England where George Fox, the founder of the Quaker faith, married Margaret Fell. Occupancy of the new Friends Lifetime Care Center of Baltimore began in September 1979. The Friends Lifetime Care Center adopted Broadmead Inc. as the center's official name in May 1997.

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## ADMINISTRATION OFFICE

### Hours of Operation

Monday through Friday  
9:00 a.m. to 5:30 p.m.

Broadmead's President and Chief Executive Officer (CEO) is responsible for overseeing the daily operations and management of Broadmead and its affiliated programs. The CEO is accountable to the Broadmead, Inc. Board of Trustees for the overall administration of Broadmead and its team members in addressing the needs of residents while ensuring adherence to Broadmead's Mission.

- **Fireside Chat**

Broadmead's CEO hosts a Fireside Chat on the second Monday of every month. These chats are a great opportunity for residents to learn about important updates on current projects, innovative programs, and to ask questions and make suggestions. Fireside Chats are typically conducted in-person in the auditorium and may also be held virtually. Announcements of upcoming chats are posted on Broadmead Connect and in "This Week at Broadmead" one week prior to each scheduled chat.

### Executive Leadership

Members of Broadmead's Executive Leadership Team (ELT) are charged with managing the day-to-day operations of their respective departments. They do so effectively and efficiently by establishing community and organizational policies and procedures and facilitating the strategic direction of the organization. The executive team is made up of the CEO, the Chief Financial Officer (CFO), and seven vice presidents who report to the CEO:

- Vice President of Advancement and Communication
- Vice President of Diversity, Equity, and Inclusion
- Vice President of Facility Services
- Vice President of Health Services
- Vice President of Human Resources
- Vice President of Marketing and Sales
- Vice President of Sustainability

## Channels of Communication

Resident concerns and suggestions are always welcome when communicated through proper channels. There are several avenues available when seeking assistance with general questions or to communicate concerns:

- Cluster Representatives: All cluster concerns are presented at regularly scheduled BRA Board meetings.
- BRA Committee Chairs: BRA standing committees meet frequently and many Broadmead team members also participate on these committees. Committee chairs share reports and updates at BRA Board of Directors' meetings.
- BRA Executive Committee: The BRA Executive Committee will review concerns brought to their attention and may consult with Broadmead's CEO for final resolution or further investigation into matters that cannot be resolved at the BRA level.
- BRA President: Residents may forward concerns in writing to the President of the BRA.
- Broadmead Team Members: Routine concerns can often be resolved quickly by Broadmead's knowledgeable team members. Cluster representatives can direct residents to the proper team member for assistance. Broadmead's managers and supervisory personnel are empowered to resolve concerns and take pride in contributing to resident satisfaction.

*Any concerns that cannot be resolved by following the above steps may be referred to Broadmead's CEO. See page 48 for information on Broadmead's formal resident grievance procedure. Final decisions on all matters relating to the operations of Broadmead are made by the CEO and/or the Broadmead, Inc. Board of Trustees.*

The Health and Wellness Center manages the following means of communication:

- **Broadmead Connect**

Broadmead Connect (formerly known as Caremerge) is a dedicated resident engagement website that offers a wealth of information about what is going on at Broadmead each day. Weekly activity announcements, a virtual bulletin board, upcoming Zoom calls, community calendars, resident and team member directories, recordings of lectures and presentations, online room reservation requests, BRA documents, a campus map, hiking trail maps, and much more are available on Broadmead Connect.

- **This Week at Broadmead**

“This Week at Broadmead” includes announcements, news, notices, and a calendar of events for the week ahead for the entire Broadmead campus. It is distributed to residents via their preferred method of communication, e.g., hard copy or electronically via email. Contact the Health and Wellness Center to provide or update your preferred method to receive these weekly announcements.

- **B.TV Channels 970 & 971**

Two in-house TV channels broadcast a variety of content to residents' homes. In addition to the regular programming schedule, these channels display announcements, news, and notices of importance to residents.

- B.TV 970 has a regular schedule of programs that includes exercise classes, music/concerts, education programs, and Zoom calls.
- B.TV 971 displays news, notices, announcements, recordings of presentations, and broadcasts some live special events. Recordings are available for on-demand viewing on Broadmead Connect.

The following means of communication are managed by the Broadmead Residents' Association (BRA):

- **BRA Website**

Broadmead residents may access the BRA's website at [broadmeadbra.org](http://broadmeadbra.org) to learn about important events and other information of resident interest.

- **Broadmead Resident Listserv**

Residents can stay in touch with their Broadmead friends and neighbors through the BRA's resident listserv. The listserv is managed by the BRA and registration is required to become a member. Residents interested in signing up should consult the "Pink Sheets" or the BRA website for the name and contact information of the current listserv manager.

## Corporate Compliance & Ethics Program

Broadmead's Corporate Compliance and Ethics Program is referred to as the "Standards of Community Excellence" which serves as a guide to appropriate workplace conduct. All team members must comply with both the spirit and the letter of all federal, state, and local laws and regulations that apply to healthcare and other services that Broadmead provides, as well as to laws that apply to Broadmead's business dealings. Violations can result in severe penalties for Broadmead and the individuals we work with to include financial penalties, exclusion from participation in government programs, corrective action plans, and imprisonment. Broadmead team members share a commitment to legal, ethical, and professional conduct, and share a social responsibility in everything Broadmead does. They support these commitments in their work each day by supporting the residents we serve, ordering supplies, preparing meals, keeping records, paying invoices, or making decisions about Broadmead's future. The Corporate Compliance and Ethics Program provides principles and standards to guide team members in meeting these legal, ethical, and professional responsibilities.

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## ADVANCEMENT & COMMUNICATION

Broadmead's Vice President of Advancement and Communication oversees the promotion of philanthropy for Broadmead as well as its charitable fund designations and grants received to benefit Broadmead, its residents, and team members. The Vice President of Advancement and Communication can provide information and guidance on making charitable gifts, establishing a gift annuity, estate/trust planning, and more. This office also serves as lead on external communications such as media contact,

press releases, and crisis communication. For more information, call 443-578-8044 to schedule an appointment.

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## BROADMEAD, INC. BOARD OF TRUSTEES

Broadmead conducts its business in the manner of the Religious Society of Friends (also known as Quakers) via a Board of Trustees. The Board's bylaws require the majority of Trustees be Quaker.<sup>1</sup> The Board's one overarching role is to ensure the continued achievement of Broadmead's mission. Members of the Board are dedicated volunteers with many responsibilities. In the performance of these responsibilities, Trustees have the task of balancing the needs of current residents and team members with the equally important needs of future generations who will one day come to live and work at Broadmead. To accomplish this, Trustees must strive to fulfill a series of interconnected responsibilities such as:

- Selecting and supporting the Chief Executive Officer and gauging their performance.
- Ensuring effective fiscal oversight at all times.
- Engaging in strategic planning with a focus on Broadmead's future success.
- Carefully recruiting new members of the Board of Trustees.
- Understanding and fostering relationships between and among Trustees, residents, and team members.
- Helping to enhance Broadmead's public image and business reputation.
- Ensuring the Board operates efficiently and effectively.
- Ensuring sound risk management policies and practices are in place and upheld.
- Maintaining high ethical and interpersonal standards.

Trustees are open to hearing all voices while retaining the authority to make informed decisions that guide current service towards building a solid framework for Broadmead's future. Residents are always encouraged to exercise their independence and self-direction; however, finding their way

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<sup>1</sup> Broadmead is not under the control of the Religious Society of Friends nor does the Religious Society of Friends have any financial responsibility for Broadmead.

to respect the ultimate authority of the Trustees who must make decisions that enable the continued achievement and advancement of Broadmead's mission is equally important.

- **Board of Trustees Committees**

Broadmead residents may be invited to participate on some of the Board's standing committees such as Finance, Strategic Planning, and Healthcare, as well as ad hoc Board committees. If you are interested in serving on a Board of Trustees committee, contact the BRA president for more information.

- **Resident Trustees**

The State of Maryland Department of Aging requires Life Plan communities to appoint at least one of its residents to serve on its governing body with the same rights and abilities as non-resident members. The Broadmead, Inc. Board of Trustees exceeds this requirement by having two residents serve on its Board at all times. Resident trustees are selected according to the same criteria used to select other members of the Board.

- **BRA Resident Representatives**

Two additional residents attend regular Board of Trustee meetings as representatives of the Broadmead Residents' Association (BRA). These representatives report on current BRA activities and provide a valuable perspective on matters of resident interest. While BRA representatives may attend meetings and other Trustee-related activities, they are not officially appointed members and do not have the rights and abilities designated to appointed Trustees.

- **Meeting Minutes**

Per Section 10-427(c) of the Human Services Article of the Maryland Code: "As determined by the provider's governing body [the Broadmead, Inc. Board of Trustees], the provider [Broadmead] shall make available to subscribers [residents] either the non-confidential portions of the minutes of each meeting of the governing body, or a summary of the non-confidential portions of the minutes within one month of approval of the minutes." The Broadmead, Inc. Board of Trustees has determined that non-confidential portions of meeting minutes or a summary thereof may be made available to residents who request them. Board meeting minutes are not posted publicly in any form. Residents with questions about this matter

or anything related to the Board of Trustees may contact the CEO or their executive assistant for additional information.

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## BROADMEAD RESIDENTS' ASSOCIATION

***The Mission of the Broadmead Residents' Association is to involve residents in a wide range of activities, events, and experiences to increase their enjoyment of life and sense of community.***

All Broadmead residents are members of the Broadmead Residents' Association (BRA). The BRA serves to support and promote many activities of interest to residents and works in conjunction with Broadmead Administration to maintain an enjoyable, active, and useful community life for everyone. The BRA office is located on the lower level of the Community Center. The BRA's stated purpose is to:

1. Unite all residents of Broadmead for their mutual benefit and to cultivate a spirit of cooperation and friendship among them;
2. Enhance satisfaction and enjoyment of Broadmead by undertaking and/or promoting activities of interest to residents; and
3. Communicate and cooperate with Administration and the Board of Trustees in the creation and maintenance of an enjoyable, active, and useful community life for all residents.

The BRA organizes a variety of activities, programs, and events for the benefit of the Broadmead community. BRA committees work cooperatively with the BRA and Broadmead Administration.

### BRA Board of Directors

BRA business is led by the elected officers of the BRA Board of Directors. Funding for many BRA activities is generated by several resident-led service areas such as the apiary, the Greater Barn Sale, the Old & New Shop, Sew and So, the Woodshop, and support from Broadmead Administration.

Officers of the BRA Board of Directors are:

- President
- First Vice President
- Second Vice President
- Secretary
- Associate Secretary
- Treasurer
- Associate Treasurer
- Cluster Coordinator
- Cluster Representatives (including Hillside Homes)
- Activities Coordinator
- BRA representatives to the Board of Trustees (2)
- Immediate Past President (ex officio)

Standing BRA committees include Buildings and Grounds, Finance, Food Service, the Greater Barn Sale, and Healthcare. The BRA's constitution requires an Audit Committee to audit the BRA's budget and proceeds received from sales in the Old & New Shop, and a Nominating Committee to select replacements of BRA Executive Committee members as terms expire.

- **BRA Bylaws**

Residents may request a copy of the BRA bylaws by contacting their cluster representative or visiting the BRA website at [broadmeadbra.org](http://broadmeadbra.org).

- **BRA Meetings**

All residents are encouraged to attend the BRA's bi-monthly Board of Directors meetings to learn about BRA business and to hear reports from standing committees. It is also an opportunity to provide feedback and ask questions. Residents unable to attend a meeting may obtain a copy of the meeting minutes from the BRA Secretary. The BRA's annual meeting is held in June.

## BRA Activities & Committees

The BRA offers residents a wide variety of opportunities to be involved. For details on all currently available activities and committees, visit the BRA website or consult the Pink Sheets. Many resident-led committees and



activities are financed by the BRA. The following income-producing activities help to support the BRA budget:

- **The Greater Barn Sale**

The Greater Barn Sale (or Barn Sale) is one of the principal fundraising sources for many BRA activities. In addition to hosting two major annual sales, several mini sales of new and used items are also held throughout the year. Sales are open to the public and numerous resident volunteers serve as sales staff. Maintaining inventory is a year-round job, and residents sort and price merchandise throughout the year in preparation for these popular events. Unsold items are donated to local charity organizations.

- **Apiary**

The apiary is managed by a group of knowledgeable residents. Proceeds from honey sales are used to fund BRA-sponsored programs. "Bee" sure to visit the apiary's website at [bmeadnature.squarespace.com/nature/apiary](http://bmeadnature.squarespace.com/nature/apiary) to learn more about the work this group does to help preserve this important natural resource.

- **The Old & New Shop**

The Old & New Shop offers an assortment of merchandise to include jewelry, clothing, home decor, furniture, and books. The Shop also features a selection of greeting cards for a variety of occasions with some cards designed by resident artists. Postage stamps and Broadmead honey in-season can also be purchased in The Shop. Anyone interested in volunteering to help in The Shop may contact the BRA for more information.

- **Sew and So**

The Sew and So group has a workroom on the lower level of the Community Center. Basic alterations and creative handiwork are crafted by the group's talented members for residents and team members. Charges for services are modest. New volunteers are always welcome. No seamstress or tailoring experience is necessary to join.

- **Woodshop**

Furniture repairs, refinishing, minor carpentry, and minor electrical equipment repairs (lamps, etc.) are done in the Woodshop for a modest

cost. The Woodshop is available for use by inexperienced residents to work on projects with the supervision of skilled Woodshop members. Interested residents may contact a Woodshop member to make arrangements to use the shop. Fine woodworking equipment is also available for use by those with more advanced carpentry experience.

### *The Voice of the Residents*

*The Voice* is a resident-generated newsletter that is published 10 months of the year. It provides timely information on upcoming events, introductions of residents new to Broadmead, and much more. Articles may be of serious or light topics. The April edition is always especially memorable. Ideas or suggestions for articles may be submitted to the editor.

Residents who wish to contribute an item of interest are encouraged to contact the editor for more information. Publicity for upcoming events is preferred to reviews of events already held.

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## CENTER OF EXCELLENCE: *Dementia Care*

### **Hours of Operation**

Monday through Friday: 9:00 a.m. to 5:00 p.m.  
443-578-8026  
dementiacare@broadmead.org

The Center of Excellence in Dementia Care is an evidence-based, innovative program developed in collaboration with physicians and researchers from Johns Hopkins Medical Services that keeps Broadmead at the forefront of discovery and person-centered care and support for persons living with a diagnosis of dementia and their caregivers.

During the program's early formation, input from Johns Hopkins physicians and scientists helped Broadmead to develop its evidence-based holistic approach to healthy aging and wellbeing featuring the seven facets of dementia care that include:

1. Education
2. Assessment
3. Care Management
4. Quality of Life
5. Wellness, Health and Treatment
6. Care Partner(s)
7. Advancement and Innovation

Broadmead's dementia care team members take time to fully understand what is important in each person's life; to learn about their wishes; and to develop an individualized support plan from an array of services to include:

- Comprehensive neuropsychological assessment
- In-home safety and needs assessment
- Nutrition counseling
- Engagement assessment
- Educational support for the individual and their care partner(s)
- Resource referrals
- Special programs offered throughout the year

In 2022, Broadmead was the first organization in the United States to receive the National Council of Certified Dementia Practitioners' Certified Memory Care Neighborhood Commendation for our commitment to person-centered memory care; our rigorous Quality Assurance and Performance Improvement Program; and for our leadership to advance memory care services for our residents.

The National Council of Certified Dementia Practitioners was formed to promote global standards of excellence in dementia and Alzheimer's disease education and certification to healthcare industry professionals and caregivers providing services to the elderly with a dementia diagnosis.

To learn more about Broadmead's Center of Excellence in Dementia Care, call 443-578-8026 or email [dementiacare@broadmead.org](mailto:dementiacare@broadmead.org).



# CENTER OF EXCELLENCE: *Health & Wellness*

## **Contact Information**

443-578-8060

wellness@broadmead.org

Broadmead's Center of Excellence in Health and Wellness is host to a full complement of comprehensive and holistic wellness services and programs. As with the Center of Excellence in Dementia Care, input from Johns Hopkins physicians and scientists helped to develop Broadmead's evidence-based holistic approach to healthy aging and wellbeing featuring the seven facets of wellness:

1. Spiritual connections
2. Fitness, nutrition and function
3. Social interactions
4. Personal growth
5. Stewardship
6. Altruism
7. Holistic and progressive healthcare

Broadmead's expansive Health and Wellness Center is designed to meet the needs of adults aged 60 and older. Our professional team can design a personalized wellness plan based on your specific needs and goals while providing ongoing attention to help you along your wellness journey. Special features of the Health and Wellness Center include:

- Personalized assessment and orientation
- Individualized holistic wellness plans
- Well-equipped cardio/fitness room
- 20-meter warm water indoor pool and hot tub
- Group fitness and aquatic exercise classes
- Salon and spa services by appointment
- Personal fitness training and nutritional counseling
- Arts and ceramics studio
- Educational and social events
- Pickleball court and hiking trails

## Fitness, Group Exercise Programs & Aquatics

These programs feature a personalized assessment and orientation process to help residents meet their individual goals and needs. Annual assessments are offered to give direction to current exercise programs and to help track progress.

Personalized cardio/fitness, group exercise and aquatic plans are provided for all participants coupled with complimentary personal training sessions to get you started on the right foot. Ongoing guidance is provided to help maintain your personal health and fitness goals.

- **Cardio / Fitness Room**

### Hours of Operation

Monday through Friday: 6:00 a.m. to 7:00 p.m.  
Saturday & Sunday: 7:00 a.m. to 5:00 p.m.

The cardio/fitness room is fully equipped with state-of-the-art equipment ranging from specialized fitness equipment to function training.

- **Group Exercise Classes**

The group exercise room offers a variety of land-based group exercise classes ranging from intense exercise to functional fitness. A variety of aquatic group exercise classes are also offered in the Aquatics Center.

- **Aquatics Center**

### Hours of Operation

Monday through Friday:  
6:30 a.m. to 5:00 p.m.  
Saturday: 7:00 a.m. to 12:00 p.m.  
Sunday: Closed

***SAFETY NOTE: Use of the Aquatics Center is not permitted if a lifeguard is not on duty in the pool area.***

The state-of-the-art Aquatics Center features a 20-meter warm water indoor pool and hot tub. Swim lanes are available for lap swimming, and open space is provided for general aquatic exercise. A full complement of aquatic exercise equipment is available for resident enjoyment.

- **Locker Rooms**

The locker rooms in the Health and Wellness Center provide a comfortable and safe environment with showers, towel service, and other amenities. Individual lockers are equipped with their own digital lock.

- **Guests**

Residents are invited to bring guests to use the cardio/fitness room, Aquatics Center, and group exercise room; however, all guests must be pre-registered. Age restrictions and fees may apply.

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## DINING & HOSPITALITY SERVICES

Broadmead's Dining and Hospitality Services department oversees the daily operations and management of all Broadmead dining venues and dining functions. Team members are committed to making sure all residents enjoy a pleasant and delicious dining experience every day for every meal by always providing a quality product.

### Meal Plans

Meal plans vary according to your specific Residence and Care Agreement. Residents with questions about their meal plan may contact the Finance office at 443-578-8043 for additional information.

***SAFETY NOTE: Residents with food allergies are advised that egg, milk, wheat, shellfish, fish, soy, peanut and tree nut products, and other potential allergens are handled and processed in the food production area of the Broadmead kitchen. Please direct any questions or concerns to the dining manager on duty.***

### Resident ID Card

Each resident is given a personal identification card to purchase meals in any dining venue as well as items in the Corner Cupboard. Resident ID cards look just like the ones issued to team members but do not have a photo. All charges made using the ID card will appear on your next monthly

statement. Lost ID cards can be replaced for a small fee. Contact the Facility Services office at 443-578-8022 to report a lost ID card immediately so it can be deactivated and a replacement card issued.

## Guest Meals

Residents are welcome to invite guests to any meal. Guest meals may be purchased in any dining venue by the resident(s) or their guests, or the charge can be added to the resident's next monthly statement.

## Meal Delivery

Meal delivery to residents in the Garden Homes and Hillside Homes is available for a fee. Meals may be delivered on a temporary basis at no charge when prescribed by a physician and/or the Outpatient Department (OPD). The Dining and Hospitality Services department must receive OPD approval for delivery before residents may place meal orders.

Requests for meal order deliveries must be made before 3:30 p.m. Monday through Saturday, and before 10:45 a.m. on Sunday 443-578-8803.

## Menu Cycle

Broadmead's menu cycle changes every three months to allow our creative culinary team to add a variety of fresh seasonal favorites to the menu. Menus identify foods that may be high in sugar, cholesterol, fat, or sodium, as well as sugar-free, gluten-free, vegetarian, and items that may contain nuts or dairy. Healthy meal options such as grilled salmon, chicken, a variety of freshly made salad entrees, and vegetarian options are always available upon request.

All menu items are reviewed by Broadmead's dietitian and the Director of Dining and Hospitality Services before being added to a seasonal menu cycle.

## Nutrition Counseling

Residents with dietary concerns are encouraged to meet with Broadmead's dietitian and/or executive chef to ensure your dining experience is always a pleasant one. Individual counseling sessions to review medically related

dietary restrictions, weight loss/gain, or ways to eat healthy are available by appointment by calling 443-578-8879. Residents should refer to the annual schedule of charges regarding any fees associated with a nutritional counseling session.

- **Physician-Ordered Diets**

If your physician orders a special diet for you, the Dining and Hospitality Services team cannot make any changes or alterations to that order without the approval of your physician.

## Dining Venues

- **Arbor Café**

### Hours of Operation

<u>Monday through Saturday</u>	<u>Sunday</u>
Breakfast: 7:30 a.m.-10:00 a.m.	Breakfast: 7:30 a.m.-10:00 a.m.
Lunch: 11:15 a.m.-1:30 p.m.	Lunch: 11:15 a.m.-1:30 p.m.
Dinner: 4:00 p.m.-6:30 p.m.	Dinner: 4:00 p.m.-6:30 p.m.

The Arbor Café offers many of the same menu items served in the Holly Terrace in addition to a variety of other selections such as sandwiches, pizza, salads, and more. Residents should note that some Arbor Café items are not included in the meal plan and are self-pay.

Meals are available for carry-out or may be enjoyed in the Arbor Café dining room.

- **Bistro**

### Hours of Operation

Monday through Friday: 9:00 a.m. to 6:00 p.m.  
Saturday: 10:00 a.m. to 5:00 p.m.

The Bistro offers adult beverages, specialized coffee drinks, and grab-n-go menu items in a casual setting. Large screen TVs broadcast sports games, movies, and more while you enjoy the Bistro's light fare. Test your skills on the billiards table, shuffleboard, or ping pong table that is available adjacent to the Bistro's dining area.



- **Healthcare Dining (all neighborhoods)**

**Daily Hours of Operation**

Breakfast: 7:00 a.m. to 9:00 a.m.

Lunch: 11:30 a.m. to 1:30 p.m.

Dinner: 5:00 p.m. to 7:00 p.m.

A representative from the Dining and Hospitality Services department will pay residents a visit to discuss food preferences, allergies, and special requests. The dining rooms in all skilled care neighborhoods are open all day for residents and family members to use. Coffee, snacks, and assorted beverages are available any time.

Residents and guests are welcome to enjoy meals in the Broadmead dining venue of their choice. Meals may also be delivered to the resident's room. Guests are welcome to dine in the resident's room if requested in advance. Please see the nurse on duty to make these arrangements. Charges for guest meals will be added to the resident's monthly statement.

- **Holly Terrace**

**Hours of Operation**

Monday through Saturday for dinner only:

5:00 p.m. to 7:00 p.m.

Sunday brunch: 11:30 a.m. to 1:45 p.m.

Meals in the Holly Terrace dining room are served by team members from the central buffet. Residents who would like a menu may request one from the hostess. Team members are available to assist residents with transporting their meal from the buffet to their table.

**Holly Terrace Reservations**

443-578-8033

Residents hosting parties of five to eight (5-8) guests are advised to make a reservation as far in advance as possible to ensure adequate seating is available. A courtesy call will be made the day of the reservation to confirm the reservation is still needed. Reservations will only be held for 10 minutes after the time indicated on the reservation. Groups are asked to wait outside the Holly Terrace until the entire party arrives to be seated.

- **Magnolia Room**

**Reservations required**

443-578-8033

**Serving dinner Friday and Saturday only: 5:00 p.m. to 6:30 p.m.**

The Magnolia Room is available by reservation for dinner only Monday through Saturday. Residents may enjoy restaurant-style dining with a fixed price menu. A team member will take your order and serve your meal at the table. Reservations are required and must be made no less than 24 hours in advance.

## Catering

Broadmead offers a host of event spaces to accommodate special events. Contact the Events Coordinator at 443-578-8092 to make catering arrangements.

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## DIVERSITY, EQUITY & INCLUSION

Broadmead strives to build on its founding commitment to serve all older adults as a diverse and inclusive Life Plan community. An abundance of multi-cultural awareness and programming initiatives have been launched through the combined efforts of residents, team members, and Trustees. Respecting differences, learning about other cultures, engaging in life-long learning, and maintaining an open mind have long been hallmarks of Broadmead's residents.

Broadmead intentionally includes diversity, equity, and inclusion efforts in its Strategic Plan to expand programs to older adults who are more reflective of the economic levels and socio-cultural demographics of the Mid-Atlantic region. To execute this strategic goal, a Diversity and Inclusion Workgroup is in place and is charged with researching best practices, developing tactics to help achieve goals, and vetting each tactic for effectiveness and feasibility.

Residents who would like to learn more about Broadmead's diversity, equity, and inclusion initiatives may contact the Vice President for Diversity, Equity and Inclusion at 443-578-8047.

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## FACILITY SERVICES

### Hours of Operation

Monday through Friday: 7:30 a.m. to 4:00 p.m.

Phone: 443-578-8022

Email: [maintenance@broadmead.org](mailto:maintenance@broadmead.org)

**FOR HOUSEKEEPING OR MAINTENANCE EMERGENCIES THAT OCCUR IN THE EVENINGS, WEEKENDS, OR HOLIDAYS, CALL 410-527-1900.**

The Facility Services department consists of several key operational areas that keep Broadmead running smoothly and efficiently. Repairs, maintenance, and/or replacement of property and equipment owned by Broadmead will be provided by Broadmead. Repairs, maintenance, and/or replacement of personal property such as light bulbs and personal appliances are the responsibility of the resident.

Broadmead's maintenance team is experienced in electrical, HVAC (heating, ventilation, and air conditioning), plumbing, and repairing Broadmead-provided appliances, lighting, and structural maintenance at no cost. Requests for services outside the basic services provided may incur a fee. Residents are advised to verify costs as well as team member and supply availability when making a request for any maintenance-related service.

Calls for service in the evenings and on weekends and holidays are forwarded to the reception desk. A member of the maintenance team is always on-call to address emergency needs. Requests for services during these times will be addressed based on urgency.

## Interior Maintenance & Customization

- **Customizing Your Home**

Requests for interior changes prior to or upon moving in to Broadmead such as painting, installation of custom cabinetry (built-ins), closet shelving, blinds/drapes, etc., must be submitted in writing to the Facility Services office for approval before work gets underway. Residents should be aware of the following factors before proceeding with any customization plans:

- Broadmead's written approval is required before work begins
- All work must be done by a Broadmead-approved contractor
- Residents are responsible for all associated costs and contractor fees
- Modifications must be in compliance with current state/government building safety codes and regulations
- The resident and/or their estate will be responsible for restoring the residence to its original condition when the residence is no longer needed
- Customized built-ins become the property of Broadmead

Consult your Residence and Care Agreement and speak with a member of the Facility Services team to discuss these and other key details before making plans for any alterations, additions, or modifications to your residence.

- **Heating & Air Conditioning**

Residents manage the heat and air conditioning temperatures in their home. The heat pump will raise or lower the temperature to reach the desired comfort level when activated. If it does not, report this to the Facility Services office to have your unit checked. Residents should avoid placing lamps near thermostats since heat from the lightbulb can affect the proper functioning of the thermostat. It is also recommended that thermostat fan settings be placed on auto.

- **Housekeeping: The Environmental Care Team**

**Hours of Operation**

Monday through Friday: 7:30 a.m. to 4:00 p.m.

Phone: 443-578-8012

Email: [housekeeping@broadmead.org](mailto:housekeeping@broadmead.org)

A member of the Environmental Care team will be happy to meet with you to explain the housekeeping process, the role of Home Management Associates (HMAs), and to review details of the services provided. The frequency and level of cleaning for each household is based on your specific Residence and Care Agreement.

Basic cleaning services such as dusting, vacuuming, mopping floors, and cleaning kitchens and bathrooms are provided at no charge. Residents are entitled to exterior window washing each year at no additional cost. Additional services such as turning mattresses, moving heavy furniture, or any other service deemed above standard light housekeeping can be scheduled for an additional fee according to the terms in your Residence and Care Agreement.

Cleaning days and times are scheduled according to clusters and are subject to change due to holidays or team member availability. Residents will be notified with as much advance notice as possible of any anticipated schedule changes. HMAs and heavy-duty housekeeping team members are onsite weekdays to fulfill routine schedules and are on-call on the weekends and after hours to assist with emergency housekeeping matters. Residents may submit service requests or report concerns to the Housekeeping office by phone call or email.

Call the reception desk or Campus Safety to report emergencies that occur after regular office hours or on the weekend/ holidays.

- **Carpet Care**

Broadmead will clean carpet(s) once each year upon request at no extra cost. Additional carpet cleaning can be done for a fee and must be scheduled in advance.

- **Painting & Carpet Replacement**

Upon being vacated, all Garden Homes and Hillside Homes are cleaned and freshly painted prior to new residents moving in. Existing residents can expect their home to be refurbished with fresh paint and carpeting after their 10 years of occupancy at no additional cost. Residents will be charged for these services if requested prior to the anniversary of their 10-year term. Residents are responsible for packing and storing all personal belongings whenever painting and/or carpet replacement work occurs. Contact the Facility Services office to discuss the logistics of any refurbishment.

- **Trash Disposal & Recycling**

Residents may dispose of their trash in the containers available in each cluster's trash room. Contact the Housekeeping office to schedule pickup of large items for disposal. Instructions for properly separating recyclables are posted in the trash room.

- **Wall Décor / Picture Hanging**

New residents moving into Broadmead are offered one hour of complimentary wall hanging service to have pictures, mirrors, and other decor installed by Facility Services personnel. A fee will be charged if more than the allotted time is needed. Existing residents may utilize this service for a fee. Call the Facility Services office to schedule an appointment.

## Exterior Maintenance

- **Awnings / Patio Enclosures**

Residents may wish to have an awning or enclosure installed on their patio. A fixed-pole patio awning, a pushbutton retractable awning, a metal framed pergola, or a stationary glass patio enclosure are the only enhancement options approved by Broadmead. A monthly energy fee applies to residences with a glass patio enclosure. Contact the Facility Services office to make an appointment to review other options available.

- **Campus Grounds**

The Grounds team manages the year-round upkeep and maintenance of Broadmead's 96-acre campus. Plantings in common spaces are the property of Broadmead. Residents may contact the Facility Services office to schedule an appointment for any grounds service.

- **Gardens**

Plantings in resident gardens are the responsibility of the resident. Residents may plant a garden extending up to 6' beyond their patio slab or enclosure. Community garden plots are also available for flower and vegetable gardens. Tree plantings and any changes to the landscape must first be approved by the Vice President of Facility Services.

Additional grounds services for individual residences as well as shrub or plant purchasing and planting may be done by Grounds personnel for a fee. All services must be scheduled in advance.

Outside spigots (hose bibs) are turned off in the fall and turned on again in the spring. Spigots are left open in the fall and winter months for draining. Residents who notice dripping spigots are asked to not turn them off but to call the Facility Services office for service.

- **Snow Removal**

Snow removal is managed by the Grounds team and is conducted in the following priority order:

1. York Road to the ambulance entrance
2. Copper Beech Lane (also known as the perimeter or loop road)
3. Fire lane
4. Walkways around the Community Center (including Hillside Homes)
5. Garden Home walkways
6. Garden Home parking areas

Residents who have an urgent need to use their vehicle prior to snow being removed from parking areas should contact the Facility Services office immediately so alternate transportation arrangements can be made.

- **Pressure Washing & Gutter Cleaning**

Patios will be pressure washed annually as needed. Additional pressure washing can be completed for a fee. Please note that not all patios require pressure washing every year. Gutter cleaning is completed once each year. Residents will be advised in advance of when cleaning is scheduled to occur.

## Other Services

- **Linen Service**

Fresh linens are provided on scheduled cleaning days if this service is included in your Residence and Care Agreement. Residents who choose to use their own linens will be responsible for caring for them. Assistance with making beds is available as part of your scheduled cleaning time, if desired.

- **Personal Laundry**

Self-service laundry rooms are available in each cluster. Hanging clothes outside, in patio enclosures, or on balconies is not permitted. Personal laundry assistance is available through the Friends Connect residential services program. See page 26 for more information or call 443-578-8065.

- **Guest Linen & Cot Service**

Residents hosting overnight guests may contact the Housekeeping office to arrange delivery of a cot and extra linens. Items can be delivered Monday through Friday only. Rental and linen fees will be added to your monthly statement.

- **Low Voltage Repairs**

The Maintenance team can perform low voltage repairs on televisions, telephones, and basic computer equipment.<sup>2</sup> Contact the Facility Services office to submit a work order for needed repairs.

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## FINANCE DEPARTMENT

### Hours of Operation

Monday through Friday: 8:00 a.m. to 4:30 p.m.  
Phone: 443-578-8055

The Finance Department is located on the first floor of the Community Center. Consultation services to review monthly statements and more are available by appointment.

### Annual Budget

Broadmead's fiscal year begins July 1 and ends June 30. Each year, the CFO is responsible for laying out Broadmead's projected income and expenses for the next 12-month period. The process of creating an annual budget involves balancing sources of income against expenses in consideration of operating expenses, capital costs and operating revenues for the coming year.

The BRA Finance Committee is invited to present budget considerations to be included in Broadmead's proposed new fiscal year budget to the CEO and CFO.

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<sup>2</sup> Computer repairs beyond basic adjustments will be referred to Broadmead's IT service provider. Fees for services beyond basic repairs will be added to your monthly statement. Residents may contact the vendor of their choice for such repairs at their own expense.



## Broadmead Residents Assistance Fund (BRAAF)

The Broadmead Residents Assistance Fund is available to residents who, for reasons beyond their control, are or may soon have trouble meeting their financial obligations or are lacking the resources necessary for special needs and services. Broadmead's CFO serves as a trusted advisor to applicants and recipients of BRAAF assistance.

Residents who are apprehensive about their present or future financial situation are encouraged to make a confidential appointment to speak with the CFO at 443-578-8063.

## Income Tax Deduction for Medical Expense

Residents will be informed each year of the amount, if any, that may be used as an income tax deduction subject to IRS limitations.

## Monthly Statement

Monthly statements are prepared on the first of each month and are due upon receipt. Statements are considered late if paid after the 15th of the month. Residents traveling away from Broadmead are advised to have their statement forwarded or paid for in advance.

- **Electronic Bill Pay**

Electronic bill pay is available for residents who wish to have their monthly service fee automatically paid each month. Contact the Finance Department to make an appointment to set up an account.

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## FRIENDS CONNECT

*“Our Hands Lending a Hand”*

### **Business Office Hours of Operation**

Monday through Friday: 8:30 a.m. to 4:30 p.m.

443-578-8065

[friendsconnect@broadmead.org](mailto:friendsconnect@broadmead.org)

Friends Connect is a program unique to Broadmead that follows a relationship-oriented approach to provide residents with a variety of services. Clients can personally interview and select their own personal assistant before services are started. Friends Connect is an affiliate program under Broadmead, Inc., and is a licensed Residential Service Agency with the Maryland Office of Healthcare Quality.

## YOU Select Your Assistant

Not only are Friends Connect clients able to select the services they want, but they also select the personal assistant they feel is best suited to perform the services they need. All Friends Connect personal assistants are fully trained to assist clients in a variety of ways such as:

Meal preparation	Pet care	Errands & transportation
Technology assistance	Light gardening	Private travel assistance
Medication management	Light housekeeping	Laundry
Companionship	Personal grooming & dressing support	Administrative support
Medical appointment escort & care coordination		... and much more!

Personal assistants work within the client's schedule to help with either one chore or a multitude of requests. Complimentary consultations are available to learn more about the Friends Connect program and how to get started.

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## GENERAL INFORMATION

### Absence from Broadmead

Residents who plan to be away from Broadmead overnight or longer are asked to complete a Resident Away Information form. Copies of the form are available at the reception desk or can be downloaded from the Broadmead Connect website. This information is needed so Broadmead team members are aware of your preferences for entering your home to perform housekeeping or other services while you are away and will know

how to reach you in the event of an emergency. Residents traveling away from Broadmead for several days at a time may be eligible for a meal credit. Check your Residence and Care Agreement for details. Also, see page 34 for information on the disposition of your U.S. mail if traveling for an extended period.

## Announcements & News

The bulletin board at the reception desk is a valuable resource for the latest day-to-day information. A calendar of events for the current week, announcements of resident-coordinated trips, and shopping trip sign-up sheets are posted there along with other useful information. Residents who would like to post a notice may submit their written announcement to the reception desk. Please sign and date any information you wish to have posted.

## Firearms

In consideration of the welfare and safety of everyone at Broadmead, firearms, firearm collections, and/or munitions of any kind are prohibited from being kept, stored, or displayed anywhere on the Broadmead campus including private residences. Residents must arrange for alternative off-campus storage for any firearm(s) and/or munitions they own.

## Flags & Political Signs

Broadmead recognizes and upholds Quaker values as they relate to outward symbols of individual expression of political and patriotic ideologies. The United States flag may be displayed at resident homes at any time throughout the year; however, displays of political signs, placards, flags, or candidate endorsements posted on interior windows facing outward, posted on the exterior of resident homes, or posted in common spaces anywhere on the Broadmead campus is not permitted at any time including election day.

## Guests - Overnight

Residents are always welcome to host family and friends in their homes; however:

- Overnight stays may not exceed 14 days without Broadmead’s prior approval.
- Guests may not occupy resident homes when residents are not present unless prior written approval from Broadmead is obtained.
- Guest stays shall not exceed 45 days in a calendar year.
- Charges for guest meals, services, and accommodations may be applied according to the individual Residence and Care Agreement.
- Guests may not stay overnight in any healthcare neighborhood without prior approval from the Vice President of Health Services.

• **Hotels Near Broadmead**

Broadmead has negotiated a discounted nightly rate with nearby hotels:

**Embassy Suites North - Hunt Valley**

213 International Circle  
 Hunt Valley, Maryland 21030  
 410-584-1400

**Holiday Inn Express**

11200 York Road  
 Cockeysville, Maryland 21030  
 410-527-1500  
 CODE: IPQ6E

**Courtyard Baltimore Hunt Valley**

221 International Circle  
 Hunt Valley, Maryland 21030  
 443-763-0780

All discounted rates are based on room availability and are subject to change without notice. When making your reservation, be sure to mention Broadmead to get the discounted rate or provide the code listed (for Holiday Inn Express only). It is the guest's responsibility to confirm their rate when making their reservation.

**Hospitals Utilized by Broadmead**

Residents in need of emergency treatment will be transported by ambulance to the nearest hospital as directed by EMS personnel (typically the Greater Baltimore Medical Center, Sinai Hospital, or the St. Joseph Medical Center).

## Important Documents to be Aware Of

- **Advance Directive**

An advance directive specifies the party responsible for making health-related decisions and relaying the care you wish to receive in the event you become unable to do so yourself. A copy should be given to Broadmead's social work team, relatives, friends, and healthcare providers as appropriate. It is recommended that a copy also be placed in the "Important Documents" folder that is kept on or near your refrigerator for easy retrieval in the event of an emergency.

- **MOLST - Medical Orders for Life-Sustaining Treatment**

A MOLST form is completed by you and your physician. It instructs medical providers on the care you want to receive in the event of a life-threatening emergency. This form is to remain with you and will be made available to emergency personnel in the event of a major medical crisis. If a MOLST form is not available, first responders are obligated to do everything possible to resuscitate and preserve the life of the patient. A MOLST form can be obtained from and completed by your physician or contact the Broadmead Director of Social Work at 443-578-8035 for more information.

- **Resident Admission Record**

Residents are sent a copy of their electronic profile called the admission record each year to provide updates. It is important that this information be kept up to date at all times. Residents may also notify the Administration Office of changes as they occur by calling 443-578-8078.

## Insurance

- **Automobile**

See page 52 for information on Broadmead's insurance requirements for resident vehicles.

- **Personal Property**

All residents are required to maintain sufficient insurance protection to cover the loss or damage to their private property. Broadmead is not responsible for any loss or damage to residents' personal property due to theft, fire, or any cause beyond Broadmead's control. Residents may be asked to furnish evidence of up-to-date insurance protection upon request.

Residents are liable for any loss or damage that they or their guests may cause to Broadmead property beyond the result of ordinary wear and tear.

- **Private Duty Aides**

Broadmead recognizes that some residents may desire/require additional support services in the form of a private aide, companion, or independent service provider (all referred to as Private Duty Aides or PDAs). Such providers include anyone who is licensed within the State of Maryland to render care as well as non-licensed caregivers. Broadmead considers anyone providing any manner of care, support, or assistance to a resident in their home, whether they are hired through a staffing agency or are friend(s) or family member(s), to be a PDA. In addition to notifying Broadmead's Director of Social Work of the desire/need to engage any form of PDA assistance, residents should be aware that Broadmead has strict requirements in place that must be met before any private support service is engaged and of the associated costs residents are responsible for. These requirements include but are not limited to:

- Resident is required to provide Broadmead with a current certificate of insurance showing coverage for worker's compensation insurance (not applicable if PDA is a family member).
- Resident will conduct and provide Broadmead with a copy of the PDA's criminal background check (Broadmead can provide this service for a fee).
- For licensed/certified PDAs, resident will provide a copy of the PDA's current licensure/certification issued by the State of Maryland.
- Resident will provide proof of PDA's negative Mantoux tuberculin skin test conducted no more than three (3) months prior to being hired.
- PDA must provide physician documentation stating s/he is free from any communicable disease(s).
- Resident will sign a Hold Harmless/Indemnification Agreement with Broadmead. This is not required if PDA is a family member.

Contact the Director of Social Work for more information at 443-578-8035.

## Lost & Found

The Lost and Found is located at the reception desk on the first floor of the Community Center. If you find an item on campus, please take it to the reception desk to be held there until claimed by its owner. If an item is

suspected to be of value, then ask the Campus Safety Officer to store the item(s) elsewhere for safekeeping.

## Newspaper Delivery

Residents may arrange to have their newspaper delivered to their home. Residents who reside in a healthcare neighborhood in the Community Center will have their newspaper delivered to them by a Broadmead team member.

## Noise Control

In consideration of your neighbors, residents are asked to keep the volume of their television, radio, or stereo at a reasonable level.

## Pets

Residents are welcome to bring their pets when joining the Broadmead community. All pet owners must complete the Pet Registration packet at the time of moving in or whenever acquiring a new pet while living at Broadmead.

- **Pet Registration Packet**

The Pet Registration packet includes a pet registration form, Pet Owner Responsibility Pledge, a list of Pet Owner Responsibilities, and the Pet Agreement. These guidelines were developed to ensure the safety and comfort of all residents, team members, visitors, and pets living at Broadmead.

The Pet Registration packet is available in the Marketing office or at the reception desk. The completed packet may be returned to the reception desk to be entered into Broadmead's database. Broadmead complies with all current Baltimore County animal control laws. Enforcement of Broadmead's pet guidelines is the responsibility of the CEO or his/her designee. Non-compliance with Broadmead's pet guidelines or Baltimore County animal control laws will be addressed with the resident pet owner and/or their responsible party. Resolution of concerns will be mutually agreed upon unless the safety and/or wellbeing of the pet owner, other residents, team members, visitors, or the pet is in jeopardy.

**SAFETY NOTE:**  
***The use of retractable leashes is prohibited while walking pets anywhere on the Broadmead campus.***

- **Fencing**

Broadmead does not allow any type of physical fencing to be installed in any location on the Broadmead campus. Residents who wish to install an invisible pet fence may do so at their own expense and with the approval of Broadmead's Administration with the following parameters:

- The length of the area to be covered by the invisible fence must be no more than 12 feet from the back of the home.
- The width of the area is the width of the home minus 1.5 feet on each side.

- **Service Animals**

Residents who have a service animal as defined by the Americans with Disabilities Act (ADA) and the U.S. Department of Justice are required to register their animal with Broadmead's Social Work office. According to the ADA, a service animal is, "A dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be related to the person's disability."

Broadmead requires the resident owner/handler to exercise care and control of their service animal at all times. Baltimore County animal control laws apply to service animals just as they do to non-service animals. Noise control, leash laws, and keeping all required vaccinations current will be enforced.

- **Pet Restrictions**

The Baltimore County Health Department prohibits bringing animals into any dining venue or kitchen area within the Community Center with the exception of legitimate service animals. Residents should note that the ADA does not recognize animals that provide emotional support, therapy, comfort, or companionship as service animals; therefore, Broadmead will not permit such animals to enter any dining venue.

- **Bird Feeders**

Use of bird feeders is permitted for ground floor residences only. Bird feed may not be spread directly on the ground, patios, or walkways, and must be kept in sealed containers in an area inaccessible to animals.



## Reception Services

Team members at the reception desk are available to provide assistance every day from 7:00 a.m. until 9:00 p.m. The main reception desk number is 410-527-1900.

## Resident Photos

New residents will have their photo taken for "All Our Neighbors," an album featuring all Broadmead residents. This album is very helpful for residents to learn about their Broadmead neighbors. A copy of the album can be found in the library.

## Smoking

Broadmead is a smoke-free campus. Smoking is prohibited by anyone anywhere on the Broadmead campus including resident homes, indoor and outdoor community spaces, and parking lots.

## Spiritual Wellness

Broadmead believes spiritual wellness is one of the core facets of the holistic approach to overall wellness. In addition to a variety of religious services offered at Broadmead, the Spiritual Wellness program provides meaningful ways for residents to connect spiritually, nourishing mind, body, and spirit. Broadmead's Spiritual Care Coordinator leads this program and is available to provide individual and group spiritual care, focusing on specific stages of life and times of need.

The Spiritual Wellness program is part of the Center of Excellence in Health and Wellness, and is available to residents, team members, and family members. To learn more, contact Broadmead's Spiritual Care Coordinator at 443-578-8093 for an appointment.

## U.S. & In-House Mail

The U.S. mail is delivered by the postal carrier to resident mailboxes in the Community Center and to each Hillside Homes building Monday through Saturday. Residents should be aware that incoming mail and packages must be properly addressed to include your name, mailing address, and

apartment number to avoid delivery delays. Outgoing mail is collected once each day Monday through Saturday. Pickup times are posted on the U.S. mailbox located outside the lower-level entrance to the Community Center. Another outgoing U.S. mailbox is located just outside the Administration office door (adjacent to the resident U.S. mailboxes) in the Community Center.

- **Registered Mail**

Registered mail is signed for by the reception desk and will be placed in the resident's U.S. mailbox by the postal carrier.

- **Postage Stamps**

Residents may purchase books of stamps at the reception desk and in the Old and New Shop.

- **Going Away**

Residents traveling away from Broadmead should be aware that once their U.S. mailbox becomes full, the carrier will return any additional mail to be held at the post office until their return.

Residents who plan to be away for an extended period are advised to make appropriate arrangements with the Cockeysville Hunt Valley Post Office prior to their departure.

**Cockeysville Hunt Valley Post Office**

115 Wight Avenue  
Cockeysville, MD 21030  
410-771-0783

To have your monthly Broadmead statement forwarded to you, call the Finance office at 443-578-8043 to make an appointment well in advance of your departure date to get that set up. Broadmead cannot forward in-house mail such as menus, flyers, notices, and announcements to residents residing away from Broadmead for extended periods.

- **U.S. Mailbox Key**

Residents are responsible for the safekeeping of their U.S. mailbox key. If you lose your key, contact the Facility Services office at 443-578-8022 to submit a request to have a replacement made. There is a fee to replace U.S. mailbox keys.

- **In-House Message Box**

Each independent living residence and residents in the Taylor neighborhood are assigned an internal message box to receive notices and announcements, flyers, newsletters, menus, etc. In-house mail for residents in Hallowell, Darlington, Greenleaf, and Douglass may be dropped off at the upper-level reception desk.

## Packages

Incoming packages from Amazon, UPS, or FedEx are delivered directly to your home by the delivery driver. Be sure the mailing address on your shipping label includes your cluster or building letter (example: Z1; Y404) and apartment number when placing an order for delivery to your home. Broadmead is not responsible for missing, undelivered, or misdirected packages.

- **UPS / FedEx - Outgoing Packages**

Pick up of UPS (United Parcel Service) and FedEx packages is available at the reception desk Monday through Friday. Shipping costs will be added to your monthly statement. Residents may call the reception desk at 443-527-1900 to inquire about specific pickup and delivery times.

## Volunteer Program

Volunteers are valued at Broadmead as they help to provide continuous individualized and specialized experiences for all residents. The Volunteer Program also provides opportunities for residents to volunteer in the Baltimore County community. Residents interested in becoming a volunteer, know someone interested in volunteering, or if you would like to have volunteer assistance, contact the Volunteer Program Coordinator at 443-578-8093.

## Voter Registration & Elections

Broadmead's designated polling site is located at:

**Cockeysville Middle School**  
10401 Greenside Drive  
Cockeysville, MD 21030

To change your polling location, register to vote, request an absentee ballot, or have questions related to voting, contact the Baltimore County Board of Elections at 410-887-5700.

## Walkways

It is important to keep the walkway in front of your residence clear of obstructions such as ice and garden/yard décor to avoid any potential hazard to you or your neighbors. Walkways may become slippery in certain weather conditions; residents are advised to use caution whenever walking about in wet or icy weather. During inclement icy weather, a container of sidewalk salt can be found in the laundry room of each cluster and at each entrance to the Community Center.

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## HEALTH SERVICES

*The following information on Broadmead's Health Services Department is but a snapshot of the myriad of information available to describe the many services provided in this area. In coordination with the Vice President of Health Services, the Broadmead Residents' Association's Healthcare Committee created the "Residents' Guide to Healthcare at Broadmead," a comprehensive handbook explaining the many important details of Broadmead's health services system. Residents may contact any member of the BRA Healthcare Committee for a copy.*

## Behavioral Health

There are several behavioral health services available at Broadmead; access to these services is arranged by the Director of Social Work. Residents may call 443-578-8035 to learn more.

## Care Coordination – Licensed Levels of Living

Residents and their family members are always welcome to schedule an appointment with a member of the social work team or the Clinical Admissions Director at 443-578-8098 to learn more about admission requirements for assisted living and comprehensive care/skilled nursing.

## Healthcare Neighborhoods

The Taylor, Darlington, Hallowell, Douglass, Greenleaf, and Tubman neighborhoods are all located on the second and third floors of the Community Center. Each is licensed by the State of Maryland's Office of Healthcare Quality to provide the following individualized support services:

### ❖ **Darlington Assisted Living**

The Darlington Assisted Living neighborhood focuses on supporting individuals living with a cognitive challenge. Residents live with purpose, enjoying individual and group activities within an environment that supports independence. The Darlington provides a routine and structured environment and a program schedule designed to meet the needs of residents living with memory challenges in both group and individualized settings.

### ❖ **Douglass Rehabilitation**

The Douglass Rehabilitation neighborhood provides short-stay rehabilitation and skilled nursing services for Broadmead residents and patients from the Baltimore community transitioning from hospital to home.

### ❖ **Greenleaf Comprehensive Nursing Care**

The Greenleaf neighborhood provides an increased level of healthcare support and engagement. Greenleaf residents have a wide variety of group programs to choose from and are also welcome to participate in the programs offered in the Taylor neighborhood.

### ❖ **Hallowell Comprehensive Nursing Care**

The Hallowell Comprehensive Nursing Care neighborhood supports individuals in need of rehabilitation, long-term care, and those living with an advanced stage of illness. Hallowell residents are encouraged to attend programs of interest in the Community Center if they choose to do so.

### ❖ **Taylor Assisted Living**

The Taylor Assisted Living neighborhood is designed specifically for active residents who require support with personal needs. This neighborhood promotes the autonomy and independence of residents to choose how to engage in social gatherings and programs on Taylor and throughout the Broadmead community.

### ❖ **Tubman Comprehensive Nursing Care**

Residents in the Tubman neighborhood benefit from a sensory-based program and an environment where engagement is focused on small groups or individualized routine. Its driving philosophy is that residents always have access to an available source of engagement that meets their unique needs, whether through an activity or visit, small group program, or utilizing the surrounding environment.

## Electric Cart / Wheelchair & Power Operated Vehicles

Residents are advised to discuss their individual needs and the benefits derived from owning a power operated vehicle (POV) with Broadmead's Outpatient Department, therapy provider, and your doctor. If you decide to use a POV, your doctor will make a referral to Broadmead's rehabilitation team to assist you with the acquisition of an appropriate POV that meets your needs.

The rehabilitation department will provide guidance and information on the safe operation and handling of the POV. Residents are responsible for all associated costs to acquire and maintain their POV.

Resident POV operators are asked to comply with the following guidelines:

- Drive no faster than the average walking speed when traveling in communal areas
- Use designated parking areas in dining venues
- Always yield to pedestrians

## Gilchrist Physician Services at Broadmead

Broadmead is partnered with Gilchrist Physician Services to provide clinician services to Broadmead residents. Gilchrist practitioners are affiliated with the Greater Baltimore Medical Center and provide medical support within the various levels of living available at Broadmead. It should be noted that nursing services are provided by Broadmead's nursing team.

## Hospice Support

Hospice support is provided to those living with a progressive illness or to those who have decided to forego treatment of a severe medical condition.

The focus of hospice support is on the needs of the patient and their loved ones, and to enhance life with comfort and support measures. Contact the Director of Social Work to discuss options and available providers. Palliative and comfort care options are also available.

## Outpatient Department<sup>3</sup>

### Hours of Operation

Monday through Friday (excluding holidays):

8:00 a.m. to 4:00 p.m.

Phone: 443-578-8024

Email: [OPD@broadmead.org](mailto:OPD@broadmead.org)

The Outpatient Department (better known as the OPD) is in the east hall on the first floor of the Community Center. The OPD is staffed by a team of medical professionals and operates in partnership with Gilchrist Physician Services; all nursing staff are Broadmead team members.

While not a requirement, Broadmead residents are encouraged to utilize the OPD to receive a host of convenient onsite medical services to meet their primary care needs such as, imaging, lab tests, MyChart (electronic access to medical records in EPIC), prescriptions, routine support, and specialist referrals.

Same day and routine OPD appointments during regular hours of operation can be made in person, by phone, through MyChart, or by email. New residents are encouraged to set up an appointment with the OPD soon after their arrival so OPD team members can get to know you and your health support needs.

- **OPD After Hours**

When the OPD is closed, a nurse will be available to address medical emergencies. Residents may contact the nurse by either pulling an emergency pull cord in their residence; pressing the call button on their personal pendant; or by using one of the emergency pull cords/buttons located in the Community Center.

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<sup>3</sup> All OPD services are by appointment only

Residents who use Gilchrist Physician Services may call the Gilchrist after-hours nurse for non-emergency health concerns at 443-849-3184. The Gilchrist nurse can provide advice on symptoms, illness, and injuries, and address questions about medications. The Gilchrist after-hours nurse can also have the on-call clinical call you.

The OPD or Gilchrist nurse will decide if an emergency exists and can arrange transportation to a nearby hospital as needed.

- **Local Urgent Care Centers**

If the OPD is closed or an appointment is not available when needed, the following urgent care centers are located within a few miles of Broadmead for residents experiencing non-life-threatening health concerns. Residents are advised to call ahead to make sure the clinic of their choice is open.

<p style="text-align: center;"><b>ExpressCare</b> 9832 York Road 410-628-1861</p>	<p style="text-align: center;"><b>EZMED Timonium Urgent Care</b> 2219 York Road 410-453-0002</p>
<p style="text-align: center;"><b>Patient First: Towson Urgent Care</b> 950 York Road 410-372-6373</p>	<p style="text-align: center;"><b>Patient First: Lutherville-Timonium Urgent Care</b> 10755 Falls Road 410-583-2777</p>

- **Primary Care Outside Broadmead**

Residents may see any clinician of their choice on or off the Broadmead campus (see the terms in your Residence and Care Agreement).

Regardless of the clinician selected, all residents are entitled to the services provided by Broadmead’s OPD including emergency and urgent care needs; however, residents should be aware that OPD clinicians may not have access to medical records held by outside clinicians.

- **Urgent Care at Broadmead**

A nurse is available 24 hours a day to respond to requests for urgent care. Residents in need of urgent assistance may pull the emergency pull cord in their residence; press the call button on their personal pendant; or use one of the emergency pull cords/buttons located in the Community Center.



# Neighborhood Volunteers

Volunteers are welcome in all licensed care neighborhoods to provide residents with assistance, support, and social interaction. Inquiries should be directed to Broadmead’s Volunteer Coordinator at 443-578-8093.



***Residents with questions or recommendations concerning any aspect of care provided in any of Broadmead’s healthcare neighborhoods are invited to contact the Vice President of Health Services at 443-578-8004.***

# HUMAN RESOURCES

Broadmead’s dedicated team members are the finely tuned instruments in the orchestra of services needed to operate a Life Plan community like Broadmead. Broadmead cares for its team members and wants them to succeed by providing a variety of positions and career development opportunities.

Educational scholarships, tutoring, on-the-job training, the Career Ladder and Nurse-in-Training programs, career coaching, mental health and wellness counseling, and mentoring are but few of the programs in place to help team members develop the essential skills they need to succeed.

## Diversity, Equity & Inclusion

Broadmead believes its team members are our greatest asset, and we value the individual identities, backgrounds, ideas, and interests of our diverse workforce. Broadmead is committed to infusing diversity, equity, and inclusion into every aspect of our organization by providing an environment where everyone is respected and valued. New team members are introduced to Broadmead’s diversity and inclusion efforts during new team member orientation. Further training and engagement opportunities are offered throughout the year.

## Gifts & Gratuities

Broadmead team members are not permitted to accept gifts or gratuities from residents, family members or friends of residents at any time. Some alternative ways to express your appreciation to Broadmead team members are:

- **BRA Employee Appreciation Fund**

The bi-annual Employee Appreciation Fund campaign is organized and facilitated by the Broadmead Residents' Association. Residents and family members are encouraged to contribute to this fund to express their appreciation for the hard work and dedication of team members throughout the year. All of the funds raised are distributed among Broadmead's team members in June and December. More information on contributing to this bi-annual campaign will be shared by BRA Employee Appreciation Fund organizers as campaign dates draw near.

- **Team Member of the Month**

Residents who wish to recognize a particular team member for their outstanding work may submit a Team Member of the Month nomination form. Forms are available outside the Human Resources Office and at the reception desk. Residents may also send letters of commendation to a team member's supervisor to express their appreciation.

- **Team Member Financial Assistance & Support**

Broadmead understands when financial difficulties arise. To help team members get through those tough times, the Team Member Assistance Fund was established to help those experiencing temporary financial difficulties meet their financial obligations.

For more information on how to contribute to this fund, residents may contact the Vice President of Advancement and Communication (see page 5).

## Team Member Observed Holidays

Broadmead's team members observe the following eight (8) holidays each year:<sup>4</sup>

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<sup>4</sup> Residents will be informed as far in advance as possible of any anticipated team member shortage that may affect services.

1. New Year's Day
2. Martin Luther King Jr.'s Birthday
3. Easter Sunday
4. Memorial Day
5. Independence Day
6. Labor Day
7. Thanksgiving Day
8. Christmas Day

If a holiday falls on a Saturday, team members may observe the holiday on the Friday before; likewise, if a holiday falls on a Sunday, team members may observe the holiday the following Monday. Residents will be notified of any anticipated office or department closures and associated service adjustments, if any.

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## MARKETING & SALES

### Hours of Operation

Monday through Friday: 8:30 a.m. to 5:00 p.m.  
Phone: 443-578-8008

Broadmead's Marketing department is essential in promoting Broadmead and bringing new residents to live in our wonderful community. The Vice President of Sales and Marketing oversees the team responsible for meeting set sales and occupancy goals. Two Residency Counselors are charged with interacting with prospective residents through a variety of sales activities that include daily phone calls, face-to-face meetings, countless emails, corresponding through the U.S. mail, personal home visits, and invitations to onsite events.

A Sales and Marketing Coordinator provides support to the team via administrative and receptionist functions, and resident move coordination.

### Resident Referral Program

The Marketing office encourages all Broadmead residents to be active participants in the Broadmead Resident Referral Program. After moving

into the Broadmead community, all new residents will receive a set of introductory referral cards to share with family and friends. Residents who make referrals through the program are eligible to receive a variety of giveaways, prizes, and incentives. Referrals may be submitted to the Marketing office through the provided resident referral cards, or by sending an email to the Vice President of Sales and Marketing. Residents may contact the Marketing office with any questions or for more information on how the resident referral program works.

## Client Parking

To ensure a warm welcome awaits Broadmead's future residents, current residents are discouraged from parking in spaces designated for Marketing clients during regular business hours Monday through Friday.

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# OTHER AMENITIES

## Arts & Ceramics Studio

Broadmead's Arts and Ceramics Studio is fully equipped with the tools needed for you to tackle your next artistic endeavor. Classes are offered throughout the year and time for personal use is available.

To learn more or to start using the studio, contact the Health and Wellness Center at 443-578-8060.

## Banking

An automated teller machine (ATM) is in the Arbor Café coat room on the first floor of the Community Center. The bank that owns the ATM will impose a small fee for non-account holders to make any ATM transactions.

## Cable TV

Basic cable television service is provided to Broadmead residents at no charge. Residents who wish to add premium channels and/or internet service may contact Comcast directly to make those arrangements.

## Computer Access

Computer and printer equipment is available for resident use in the library on the lower level of the Community Center.

## Copy Machine

A copy machine is in the BRA office for resident use. Copies can also be made by a reception desk team member for a fee.

## Corner Cupboard

The Corner Cupboard is Broadmead's general store that is located next to the Bistro Café on the lower level of the Community Center. The Corner Cupboard is operated and managed by the Dining and Hospitality Services department and offers prepared and convenience food items, household necessities, snacks, etc.

Residents may call the Corner Cupboard at 443-578-8075 to have orders delivered to their home for a small fee.

## Faxes

Reception desk team members are happy to assist residents with sending and receiving faxes. Please note that while there is no charge for incoming faxes, there is a per-page fee for faxes to be sent.

## Hiking Trails

Broadmead has incredible hiking trails on its campus to explore and enjoy. For maps and other pertinent information to know before you go, contact the Health and Wellness Center at 443-578-8060.

## Interactive Touch Screen TV

Interactive touchscreen monitors are available in the Community Center to provide the latest information on weekly activities and other announcements.

## Laundry Rooms

A full-size washer and dryer are provided in each cluster laundry room for resident use. If the equipment is not functioning properly, notify the Facility Services office at 443-578-8022. Laundry detergent and other supplies are not provided by Broadmead. Ice melt for icy walkways and a fire extinguisher can also be found in the laundry rooms for resident use. Please alert the Facility Services office when these items need to be replenished or are missing.

## Meeting Rooms

Broadmead has several public rooms available in the Community Center to hold your next meeting, social gathering, etc. The capacity and audio/visual capabilities vary by room. Advance reservations are required and may be made by calling the Health and Wellness Center at 443-578-8060, or by submitting a request on Broadmead Connect.<sup>5</sup>

## Notary Service

Please call the reception desk to inquire about available notary services.

## Pickleball Court

Broadmead has an outdoor pickleball court for resident enjoyment. Paddles and balls are stored in the shed located next to the pickleball court. To learn more about pickleball, how to play the game, and to get connected with fellow Broadmead pickleballers, contact the Health and Wellness Center.

## Salon & Spa Services

The Salon and Spa at Broadmead offers a full range of services including hair care, manicures, pedicures, massage therapy, facials, acupuncture, and more. To request a fee schedule or to schedule an appointment, call

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<sup>5</sup> Meeting room reservations are taken on a first-come, first-served basis. Requests for a specific room can be accommodated based on availability. Broadmead reserves the right to change room assignments at any time.

the Salon and Spa at Broadmead at 443-578-8037. Guests of Broadmead residents are welcome to partake in these convenient onsite services, too!

## Telephone Service

### **Broadmead Switchboard: 410-527-1900**

If your telephone service is provided by Broadmead, other residents and team members also on the Broadmead system can be reached by dialing the last four digits of their phone number. For example: 443-578-5555 can be reached by dialing 5555. Report any problems with your phone service to the Facility Services office at 443-578-8022. To place a call to a phone number not in the Broadmead system, dial 9 followed by the remaining 10 digits. To place a call to a long-distance number, dial 9 followed by 1 and then the remaining 10 digits.

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## RESIDENT RIGHTS

Residents are encouraged to share their concerns with the BRA and Broadmead's Administration. Broadmead has an internal grievance procedure to address resident concerns in the event a resolution cannot be reached by other means. This grievance procedure is available to all residents and allows for complaints to be submitted verbally (in person or by phone), or in writing (by mail or hand delivered) without fear of reprisal.

A resident or group of residents collectively may submit a grievance in writing to Broadmead's Chief Executive Officer. Broadmead will return written acknowledgement to the resident or group within five (5) days after receipt of the written grievance. Residents are entitled to a meeting with Broadmead management to present their concern(s) within 30 days after Broadmead's receipt of their written grievance. Broadmead will assign appropriate personnel to investigate the grievance. Broadmead will provide another written response within 45 days after receipt of the initial written grievance with an update on its investigation and any findings. Within 30 days after Broadmead provides its response to the grievance, a resident, group of residents, or Broadmead may seek mediation through the mediation provider of their choice within the State of Maryland.

If mediation is sought, it shall be nonbinding, and Broadmead, the resident, or group may be represented by counsel. Concerns or complaints presented to Broadmead's Director of Nursing that are not resolved to the resident's satisfaction will be referred to the Nursing Home Administrator and finally to Broadmead's CEO for resolution.

Broadmead maintains a confidential compliance hotline that residents may call to register a complaint at 1-800-211-2713. While calls are confidential and your identifying information is not shared, all calls to the hotline are recorded and made available for review by authorized Broadmead parties as required by Maryland regulations. A separate grievance procedure has been established by the State of Maryland's Office of Healthcare Quality for residents residing in healthcare neighborhoods and is posted for review in publicly accessible areas.

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## SOCIAL WORK

Broadmead's social work team provides a variety of services to all residents such as:

- Meeting with new residents to help them adjust to their new home.
- Providing counseling services for depression, marital or interpersonal issues, bereavement, financial concerns, or adjustment to illness and/or aging.
- Advanced care planning to include reviewing or creating new advance directives; reviewing Maryland Medical Orders for Life-Sustaining Treatments (MOLST – see page 30 for more information); guiding conversations with family members about end-of-life wishes; and helping to arrange for body or organ donation.
- Coordinating care management services.
- Assisting with discharge planning for residents receiving temporary care in a Broadmead skilled nursing neighborhood.
- Providing referrals for hospice, palliative or comfort care services.
- Arranging safe driver evaluations.
- Completing government forms and placing calls to government agencies.
- Making referrals to elder law attorneys.



Residents are encouraged to contact any member of the social work team whenever assistance is needed by calling 443-578-8035.

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## TRANSPORTATION

### Hours of Operation

Monday through Friday: 8:00 a.m. to 4:30 p.m.

Phone: 443-578-8023

Broadmead's Transportation office provides residents with this essential service each day. To arrange transportation, residents may either stop by the reception desk to pick up a Transportation Request form or call the Transportation office to have a request form placed in your in-house mailbox. It is particularly important to submit transportation requests well in advance but no less than five (5) days before the date when transportation is needed to ensure the appropriate team member and the vehicle you need are available.

- **Medical Transportation – Off Campus**

Broadmead provides residents with morning, evening, and weekend transportation to off-site medical appointments when referred by the Outpatient Department or a Broadmead practitioner. Arrangements must be made in advance of any scheduled appointment. A charge may apply based on your specific Residence and Care Agreement.

If an event is not deemed to be an emergency by the nurse on duty, the resident will be responsible for arranging his/her own transportation and for any associated costs. Residents may call the reception desk to arrange for return transportation from medical appointments after normal business hours.

- **Medical Transportation - On Campus**

For residents unable to ambulate to and from the Community Center, an on-campus medical transport service is available to assist you. Residents with a medical reason to use the on-campus transport service must have the Outpatient Department notify the Transportation Office that service is

needed to avoid being charged a fee. Residents without a medical need to use the on-campus transport service may do so for a fee.

- **Evening, Overnight & Weekend Transportation Requests**

Team members at the reception desk can assist residents with transportation arrangements after regular business hours, on the weekends and holidays. Call 443-527-1900 if transportation is needed during these times.

- **Shuttle Service: On Campus<sup>6</sup>**

Complimentary on-campus shuttle service is available during the following times for residents who would like to take advantage of getting a ride to and/or from the Community Center:

Monday through Friday:	12:00 p.m. to 8:30 p.m.
Saturday:	3:00 p.m. to 9:00 p.m.
Sunday:	11:00 a.m. to 2:00 p.m.

The shuttle will pick up and drop off residents at various locations on Copper Beech Lane. On-campus shuttle service is not available on holidays.

- **Shopping**

Complimentary transportation for shopping trips to local grocery stores, banks, etc., is arranged by the Transportation office. A pre-determined destination schedule is posted each week. Residents must sign up to reserve a seat on the bus for these trips by calling 443-578-8023 at least 24 hours in advance.

- **Bus Trips**

BRA-sponsored trips to events in the Baltimore area may use Broadmead's transportation services. Other resident groups may make arrangements for transportation to special off-campus events as well.

Residents may call the Transportation office or complete a Transportation Trip Request form available on Broadmead Connect to set up a meeting to coordinate the logistics of your trip and to review any associated costs.

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<sup>6</sup> This schedule is subject to change dependent upon circumstances beyond the control of the Transportation office and/or Broadmead.

- **Transportation Fees<sup>7</sup>**

Billable transportation services are based on individual Residence and Care Agreements. Residents are advised to refer to this document to understand what transportation services are covered and those that will incur a fee. The Transportation office will notify residents in advance of any fees that may apply.

- **Alternative Transportation Options**

Broadmead has established an account with the following transportation vendors for residents to use at their convenience. The cost for these services will be added to your next monthly statement:

**GoGo Grandparents**

1-855-464-6872

**Freedom Car**

1-800-666-3121

Team members in the Transportation office or reception desk are happy to coordinate this transportation service for you if Broadmead's transportation services are not available.

- **Public Transportation**

The closest Light Rail station to Broadmead is located on Shawan Road adjacent to the Hunt Valley Towne Centre. A parking lot is available for residents who wish to drive themselves to the station or use Broadmead's shuttle service to and from the station. Contact the Transportation office at 443-578-8023 to schedule transportation to or from the light rail station.

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## VEHICLES & PARKING

### Automobile Insurance

Residents must maintain up-to-date automobile insurance that provides for bodily injury, liability, and property damage. Broadmead is not liable for accidents caused by residents or their guests' motor vehicles that result in injury to residents, passengers, or damage to resident property while on or off the Broadmead campus. Residents are advised to contact their

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<sup>7</sup> Check the Schedule of Rates for current transportation charges.

insurance agent with any questions regarding your specific automobile insurance policy.

## Automobile Registration

- **Maryland Department of Motor Vehicles**

Residents are responsible for keeping their vehicle registration and tags for all owned vehicles up to date as required by the State of Maryland Department of Motor Vehicles. Vehicles parked on the Broadmead campus that are not registered with the State of Maryland will be considered abandoned and subject to being towed at the vehicle owner's expense.

- **Broadmead Vehicle Registration**

All motor vehicle(s) must be registered with the Facility Services office. A barcode identification sticker will be issued for each vehicle and serves to not only let Broadmead's Campus Safety officers know that your vehicle belongs on Broadmead property, but is also needed to activate the main entrance gate between the hours of 7:00 p.m. and 7:00 a.m. Vehicles parked on the Broadmead campus that do not have a barcode sticker in the windshield risk being towed at the vehicle owner's expense. Each Broadmead residence is issued up to three complimentary bar code stickers. Only one barcode is needed per vehicle. Each barcode must be registered to either a resident's vehicle or to a family member/frequent visitor's vehicle to be activated.

Additional/replacement barcodes are available from the Facility Services office for a fee. Contact the Facility Services office to register your vehicle(s) or to update your information if you experience a change (new car, sale of vehicle, etc.).

- **Handicapped Vehicle Registration**

Maryland Department of Motor Vehicle Administration Handicapped Vehicle Registration applications are available in the Outpatient Department.

## Parking

- **Garden Homes**

Each cluster has resident and guest designated parking spaces that are identified by signs indicating the assigned cluster letter. Additional parking

is available at the main entrance of the Community Center. Long-term parking is not permitted anywhere within the fire lane.

### Carports – Covered Parking

Broadmead offers a limited number of covered carport parking spaces for use by Garden Home residents for an additional monthly fee. Residents who wish to reserve a carport parking space must submit an application to the Transportation office to have their name placed on a waiting list. Applications are available at the reception desk.

Carport parking spaces are available on a first-come, first-served basis and are limited to one (1) space per household. The location of the carport and specific parking space cannot be selected. For more information, contact the Transportation office at 443-578-8023.

- **Hillside Homes**

Residents of the York and Upland buildings are assigned one (1) underground parking space per household within their respective building. Residents and their guests may also utilize the surface parking spaces surrounding their building.

- **Other**

- Electric vehicle charging stations are located in several areas of the Broadmead campus and are available for use by residents, team members, and visitors on a first-come, first-served basis.
- Recreational vehicle parking is not available anywhere on the Broadmead campus for residents or guests.
- Residents may not use their assigned parking space to keep automobiles that do not belong to them.
- Residents who do not use their vehicle on a regular basis will be asked to remove their vehicle from the campus so the parking space can be reassigned.

- **Private Staff Vehicles**

Residents who employ private staff (caregiver, housekeeper, gardener, etc.)<sup>8</sup> who are onsite regularly must have them register their vehicle(s) with

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<sup>8</sup> Contractors onsite to perform work for short durations are not considered privately employed personnel and are exempt from registering their vehicle(s) with Broadmead.

the Human Resources office. Once registered, they will be issued a barcode identification sticker to be placed on the inside of the windshield to identify their vehicle as belonging on Broadmead property.

Private staff must adhere to the same parking rules as Broadmead personnel and park in assigned team member locations only. To avoid being towed, private staff may not park in resident designated parking spaces within the clusters, Hillside Homes garages, surface parking areas, or Community Center at any time.



# EMERGENCIES AT BROADMEAD

**Campus Safety: 410-527-1900**

**Emergency: 911**

As a Life Plan community responsible for providing residents with a safe and secure home, this special section has been developed as a quick reference to vital information you must know in the event of an emergency. Should an interruption in any service provided by Broadmead become necessary due to inclement weather or other unforeseen emergency, residents will be alerted via B.TV channel 971, an announcement posted in the Community Center, or telephone call.

If you have any questions or would like to provide feedback after consulting this section, contact the Vice President of Facility Services at 443-578-8016.

## EMERGENCY NOTIFICATION SYSTEMS

Broadmead will remain in close contact with residents via an automated notification system during a campus-wide emergency. Automated updates will be relayed by phone call to the phone number(s) provided by the resident.<sup>9</sup>

***SAFETY NOTE: It is important that resident phone number(s) are up-to-date, active, and able to receive emergency notification announcements and associated instructions. Be sure to let Broadmead know if your contact information changes.***

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<sup>9</sup> The phone number of the automated emergency notification system may appear on caller ID as coming from an out of state city.

To update your phone information at any time, contact the Health and Wellness Center at 443-578-8060.

## Resident Medical Emergency

- **In-Home – Pull Cords**

All homes are equipped with emergency pull cords in each bedroom and bathroom. Residents should use the pull cord whenever urgent help is needed. Here is what you can expect to happen when an emergency pull cord is activated:

1. A Campus Safety Officer, nurse supervisor, and the reception desk are notified of a need for assistance at your location.
2. You will receive a phone call from the reception desk confirming the need for assistance<sup>10</sup>. A Campus Safety Officer will be dispatched to your location. If there is a medical emergency, a nurse will also be dispatched.
3. Depending on the nurse's assessment, you may be advised to see your medical provider for further evaluation and/or follow-up or transported to a local hospital.
4. If you are not in your home, the emergency pendant or the nearest pull cord can be used to activate the emergency response system.

- **Emergency Pendants**

A complimentary emergency pendant is provided to each resident. Pendants should be worn around the neck (if practical) or wrist at all times or whenever out and about on the Broadmead campus. When activated, the pendant will send an alert to Campus Safety and medical team members to respond to your location for assistance.

Pendants are not waterproof. Pendant batteries can be replaced as needed by visiting the Facility Services office. Charges will apply to replace damaged/lost pendants.

**SAFETY NOTE:**  
***Pendants will only operate within the perimeter of Copper Beech Lane (perimeter road) and on Broadmead-approved walking trails.***

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<sup>10</sup> This step is necessary to confirm a pull cord or pendant wasn't triggered by accident.



# FIRE EMERGENCY

- **Fire Drills<sup>11</sup>**

State of Maryland regulations require fire drills be conducted quarterly in a skilled care environment. All residents and team members must participate in these drills to ensure they understand what to do in the event of an actual fire emergency.

- **Smoke Detectors**

All residences, including healthcare neighborhoods, and the Community Center are equipped with hardwired smoke detectors.

- **Fire Alarm Equipment**

Broadmead uses a combination of automatic and manual fire detection systems. Fire alarms are automatically activated whenever smoke is detected by a ceiling-mounted smoke detector. Fire alarms can also be activated using a manual pull box.

Alarm notifications are displayed on the fire annunciation panel behind the reception desk in the Community Center showing the location of the alarm. Campus Safety officers, the Vice President of Facility Services, the Sr. Director of Facilities, and an alarm monitoring contractor are alerted whenever a fire alarm is activated. Campus Safety will immediately report to the emergency location and call 911 if necessary.

If a fire emergency occurs in a resident's home, the reception desk will call the resident's home to confirm the nature of the emergency.

- **Fire Extinguishers**

Fire extinguishers are located throughout the Community Center, in all cluster laundry rooms, and in the corridors of the York and Upland (Hillside Homes) buildings. Broadmead recommends that everyone be familiar with the locations of fire extinguishers in these areas and how to use them.

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<sup>11</sup> State of Maryland regulations do not require fire drills to be conducted for independent living Garden Homes or Hillside Homes apartments; however, it is important to be aware of the procedures to be followed during a fire emergency situation at Broadmead.

To use a fire extinguisher, remember the acronym P.A.S.S.:

- P - Pull pin at the top of extinguisher near the squeeze handle**
- A - Aim - Remove nozzle from holder; aim at the base of the fire**
- S - Squeeze the handle to activate the extinguisher**
- S - Sweep the base of the fire from side to side**

- **Fire Incident Team & Fire Safety Advocates**

The Vice President of Facility Services serves as Broadmead's Fire Safety Officer charged with coordinating all aspects of a fire emergency in concert with Baltimore County Fire Department personnel. Designated Broadmead team members serve as Fire Safety Advocates responsible for directing people to predetermined Fire Safety Zones during an emergency event (including drills). They will assist with evacuating the building if warranted. Residents are advised to follow Fire Safety Advocate instructions during any drill or emergency situation.

- **Fire Safety Zones**

The following areas are designated Fire Safety Zones within the Community Center to assemble in the event of a fire emergency:

- All seated dining areas
- Aquatics Center
- Auditorium
- Bistro
- Finance office
- Fitness Center
- Outpatient Department (OPD)
- Therapy room

- **Hazardous Items to be Aware of / to Avoid**

Residents should be aware that Broadmead recommends the following items not be used or used with extreme caution because of their high fire hazard potential:

- ⊘ Open-flame candles or oil burning lanterns
- ⊘ Portable electric heaters without an automatic safety shut-off mechanism
- ⊘ Kerosene heaters must never be used indoors
- ⊘ If using fresh holiday greenery indoors, keep items at least 3' away from heat sources such as, heat vents, radiators, or portable heaters; avoid using electric lights to help avoid the greenery from drying out; and never mix flame candles with any live greenery such as trees, wreaths, or roping
- ⊘ Use of gas, charcoal, or hibachi-style grills, fire pits, or any open flame accessories is strictly prohibited on Hillside Homes balconies and are not recommended for use on garden home patios
- ⊘ Keep any stand-style or hand-held magnifying glass out of direct sunlight to prevent potential light beams from igniting flammable surfaces

## Shelter-In-Place vs. Evacuation

- **Shelter-In-Place**

It is Broadmead's policy for all residents to remain in their current location to await further instructions during an emergency event whenever possible unless instructed to evacuate. If sheltering in place is not feasible, Broadmead's Fire Safety officers will determine the best alternative means of evacuation in conjunction with Baltimore County Fire Department personnel.

- **Horizontal Evacuation**

If a horizontal evacuation is called for, residents will be instructed to move to a designated Fire Safety Zone on their current floor.

- **Vertical Evacuation**

A vertical evacuation will be conducted if an entire floor is deemed unsafe by Baltimore County Fire Department personnel. The priority order in which an area will be evacuated is:

1. Anyone in immediate danger
2. Ambulatory residents
3. Semi- or non-ambulatory residents

## POWER OUTAGE

If power is lost in your home, notify the reception desk at 410-527-1900. Residents are always welcome to come to the Community Center for respite in the event of a power failure. In the event of a campus-wide power failure, announcements will be made regarding any anticipated service disruptions or event cancellations. See page 56 for information on Broadmead's emergency notification systems.

### Community Center Emergency Generator

The Community Center's emergency generator is tested regularly and has a fuel capacity to provide continued service for 72 hours. The emergency generator will automatically activate to provide electricity to critical areas within the Community Center to include specific elevators, all healthcare neighborhoods, the main kitchen, and minimal lighting in corridors and office areas.

Garden Homes and the Hill House are not equipped with an alternate power source for lighting or to run any appliances or medical equipment during a power outage. Residents may come to the Community Center for respite or to maintain sufficient power to medical equipment during a power outage.

### Hillside Homes

An emergency generator will supply power to the elevators in both the York and Upland buildings. Other building systems connected to this generator include fire alarms, egress lighting, and corridor outlets. This generator does not supply power to individual Hillside Homes apartments.

- **Hillside Homes Elevator Outage**

In the event of an elevator outage, Campus Safety personnel will assess the situation and inform the Maintenance office if service is needed. If an outage occurs during a weekend or holiday, Campus Safety will notify all

appropriate Facility Services personnel and the elevator service provider. If service/repairs are needed, the Maintenance office will collaborate with the vendor to schedule the work to be done. Hillside Homes residents will be updated on the status of repair work and whom they should contact in the event of an emergency while repairs are being made.

- **If an Emergency Arises**

If an emergency arises while an elevator is out of service, the emergency pendant or the nearest pull cord can be used to activate the emergency response system. The Campus Safety Officer and the nurse on duty will be immediately dispatched to your location.

- **An Extended Outage**

If repairs to an elevator are predicted to go beyond six (6) hours:

- Broadmead will notify local fire and EMS personnel to place them on alert in the event those emergency services are needed. Campus Safety and maintenance team members will remain onsite to provide residents with assistance as needed.
- The Dining Services team will distribute menus to residents in the affected building. Meals will be delivered upon request until elevator repairs are completed at no additional charge.
- Routine housekeeping services will continue as scheduled and trash will be transported to the garage each day.
- Broadmead's clinical areas will be notified so appointments can be managed appropriately. The OPD Director and nurse supervisor will also be on alert to assist residents as needed.

## Stair Chairs

In the event of an evacuation<sup>12</sup>, a specialized evacuation chair is available in the stairwell of each Hillside Home building and in each stair tower of the Community Center to accommodate residents with limited mobility. This evacuation chair is specifically designed to transport disabled or injured people down stairwells quickly and safely. Broadmead team members are trained to use this emergency transport device and will be onsite to assist residents as needed.

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<sup>12</sup> Elevators cannot be used in the event of an emergency evacuation. See page 60 for an explanation of sheltering in place and evacuation measures.

# SECURITY

## **Campus Safety – 410-527-1900**

Campus Safety officers are on duty 24 hours a day, seven days a week and are in contact with the Facility Services office, reception desk, and nurse supervisor Monday through Friday during regular business hours. During non-business hours and on weekends and holidays, the Campus Safety Officer on duty maintains radio contact with the nursing supervisor and the reception desk. Campus Safety officers conduct routine rounds throughout the campus during each shift seven days a week.

Broadmead has several security systems in place to ensure resident safety to include cameras placed in strategic areas within the Community Center, near entrances/exits, and on campus. Security concerns should be reported to the reception desk at **410-527-1900** immediately. Residents may also use their emergency pendant or pull cord to obtain assistance at any time.

- **Apartment Motion Sensors**

All Garden Homes and Hillside Homes are equipped with an automated motion sensor that serves as a safety check-in system. These motion sensors are not able to see, hear, or monitor any activities; however, if motion is not detected in your home by 10:00 a.m. each day, you will receive a phone call or a visit by a Campus Safety Officer to ensure you are safe and well.

- **Apartment Keys**

Residents are provided with an apartment key that is specifically coded to their individual home for maximum security. The door cylinder records whenever the door is opened and closed, and which key was used. This tracking mechanism provides direction to investigate should there ever be a question of something missing from your home. Residents who lose their key should notify the Facility Services office immediately. A replacement will be provided for a small fee.

If you become locked out of your home, contact the reception desk at 410-527-1900. A Campus Safety Officer will be dispatched to assist you.

- **Door-to-Door Solicitation**

Door-to-door solicitation for any purpose is prohibited on the Broadmead campus. If you are approached by anyone offering a product or service, suspect someone of trespassing, or notice suspicious activity, notify Campus Safety immediately at 410-527-1900.

**IF YOU ARE UNSURE WHETHER SOMEONE IS  
(OR MAY NOT BE) A BROADMEAD TEAM MEMBER, CONTACT  
CAMPUS SAFETY AT 410-527-1900 IMMEDIATELY.**

- **Community Center - Locking of Exterior Doors**

***SAFETY NOTE: All Broadmead team members are issued a photo identification card when they are hired. This ID card has their photo, name, and assigned department clearly listed on both sides of the card. All team members must always wear their ID with their name and photo clearly visible.***

All exterior doors in the Community Center are locked from 9:30 p.m. to 5:30 a.m. each day. Once the doors are locked, residents may access the building by swiping their Broadmead identification card at the mechanism located on the wall near each door.

A call button is also available on the mechanism to reach the reception desk for assistance if problems are encountered.

## SEVERE SUMMER WEATHER

### Tornado/Hurricane: Watch vs. Warning

- **Tornado**

Watch: Issued for broad areas where conditions exist for the development of twister formations.

Warning: Issued for highly localized areas where a tornado is imminent or has been detected on radar.

- **Hurricane**

Watch: A watch is issued when a tropical cyclone containing winds of at least 74 MPH poses a possible threat. An advisory will be issued 48 hours before a storm.

Warning: A warning indicates there is an 80% greater probability of a hurricane occurrence and is anticipated to be more severe.

## What You Need to Know

Residents may seek refuge in the Community Center during any severe weather event. The following describes how Broadmead prepares for severe summer weather events and how you can help to ensure your continued comfort and safety:

- Emergency generators are maintained throughout the year and routinely checked to ensure sufficient fuel levels in the event of a power outage.
- All outdoor furniture including garbage cans, signage, etc., are secured.
- Emergency maintenance supplies are prepared to secure windows, entrances, etc.
- The emergency preparedness storage room is maintained throughout the year to ensure flashlights, fresh batteries, potable water, etc., are available. Water reserves for bathing and other supplies to accommodate residents in all skilled levels of care are checked.
- Team members will be assigned to be onsite to ensure support is available as needed.

## What You Should Do

- **Garden Homes**

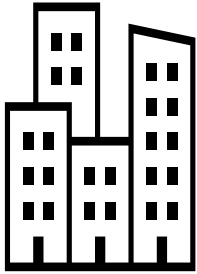
Residents should shelter-in-place in the center core of your home away from windows (typically the bathroom or an interior closet). Have couch cushions or a mattress ready to shield yourself for additional protection if needed.



- **Hillside Homes**
  - Residents should seek shelter in the garage.
  - Avoid outer walls with windows or doors.
  - Take your emergency kit along with bottled water and a blanket or coat for warmth.
  - Take pet(s) and any supplies. Pets should be leashed or placed in a pet carrier for their safety.
- **How You Can Help**
  - Bring hanging plants, chair cushions and lightweight items indoors.
  - Secure heavy items such as tables, chairs, and planters, etc.; turn tables upside down if unable to bring inside.
  - Close and secure retractable awnings and sunshades. Place closed patio umbrellas on the ground so they don't become airborne.
  - Remove plant boxes from railings and place them on the ground, balcony floor, or take indoors.
  - Ensure all electronic devices are fully charged.
  - Make sure vehicle(s) have a full tank of gas or are fully charged.
  - Have a list of emergency phone numbers readily available.
  - Fill the bathtub, large cooking pots, and empty buckets with water to use for bathing or flushing the toilet in the event the water supply is affected.
  - Remain indoors. Lock exterior doors and windows and close the drapes.
  - Tune in to local TV/radio stations for weather updates.

## EMERGENCY PREPAREDNESS KIT

It is recommended that all residents have a personal emergency kit on hand to include bottled water, flashlight, battery-powered radio, fresh batteries, medications, extension cord for medical equipment, blanket, manual can opener, non-perishable foods, pet food/supplies/medication, and cash/small change (ATM machines will not work in a power outage).



***Residents may reach out to the Facility Services team with any questions or suggestions regarding this emergency preparedness information. Your feedback is critical to our success and for the safety of everyone at Broadmead.***

***Thank you.***

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