

RESIDENTIAL LIVING

VILLAGER HANDBOOK



CROSS KEYS VILLAGE
The Brethren Home Community

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Residential Living Villager Handbook
Effective March 30, 2026

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Welcome and Definitions

Welcome

On behalf of your neighbors, team members, administration, and board of directors, welcome to Cross Keys Village - The Brethren Home Community (CKV)! We hope this handbook will guide you to better living here at CKV.

Our Mission

A Brethren ministry dedicated to enriching the lives of older adults.

Our Vision

To be a leading innovator offering older adults a life infused with quality and purpose.

Core Values

The Core Values of CKV provide a framework for how we integrate our Mission and Vision into our day-to-day work. They describe who we are as an organization, who we are as members of this community, what we do, what we believe about people, and how we do our work.

Show Compassion - Understand others, give of yourself

Act Responsibly - Own today, plan for tomorrow

Work Together - Achieve more as a team

Celebrate Life - Find joy in every day

Be Innovative - Seek and embrace opportunities

History

The Mission, Vision, and Core Values of CKV are rooted in the historic tradition of the Church of the Brethren as loving caregivers of others. The Church of the Brethren stands in the Anabaptist/Pietism Christian tradition. Its mission and values are grounded in the New Testament, and particularly the living presence of Jesus Christ. For us, following the teaching and example of Jesus is fundamental with respect to caring for the needy, healing

the hurting, comforting the downhearted, welcoming the stranger, and speaking good news to those who are lost. The broader texture of Holy Scripture anticipates and illuminates the meaning of Jesus for our lives. The presence of the Spirit of God, and the diverse gifts and abilities of our partner disciples in the gathered church, guide our understanding and contemporary application of this Word of God in Jesus and Scripture. The world outside the community of faith is the arena to which we are called as servants of the peace of Christ. Thus rooted, we join our neighbors in seeking to meet human needs.

In practice, the discussions and actions of the Annual Conference of the Church of the Brethren, the Association of Brethren Caregivers, the District Conference and the District Board of Southern Pennsylvania Church of the Brethren, The Brethren Home Foundation Board of Directors, Crossing Point Collaborative Board of Directors, and Ethics Committee are ways in which the mission, philosophy, and ethical guidelines of the Community are reviewed, interpreted, and applied.

Board of Directors

The 14-member Board of Directors (except for the President/CEO who serves an ex-officio member) serve on a voluntary basis.

Leadership

More information about the corporate structure is available in the Corporate Organizational Chart and Residential Living Team Responsibilities document in the back of the handbook.

Residential Living Admission Policy

CKV operates a continuing care retirement community (CCRC) and provides housing for persons 55 years of age and older in its residential living facilities. At least one person living in a residence must be 62 years or older.

Fair Housing Statement

CKV conducts its operations in accordance with the Fair Housing Act and Pennsylvania Human Relations Act. We are pledged to the letter and spirit of U.S. policy for the achievement of fair housing opportunity throughout the Nation. We encourage and support an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of race, color, national origin, religion, sex (including gender identity and sexual orientation), familial status, or disability.

Corporate Compliance

CKV is a highly ethical organization and strives to follow local, state, and federal laws and regulations under which we operate. The Board of Directors has joined with a group of other faith based CCRC's and nursing facilities in the Friends Services Alliance Compliance Program and its Corporate Compliance and Privacy Practice. CKV respects the importance of Villagers' personal privacy and understands the sensitive nature of health information. CKV also recognizes that Federal and State laws require that individually identifiable health information must be safeguarded against improper use and disclosure. It is CKV's policy not to use or disclose a Resident's health information except as permitted by law, and to adopt safeguards to protect the confidentiality of its Residents' health information.

Questions about the Corporate Compliance and Privacy Practice may be addressed to the Corporate Compliance Official at ext. 5395 or 717-624-5395.

Foundation

The Brethren Home Foundation is the fundraising arm of CKV. The Foundation raises funds to support the mission of CKV including charity care for residents who have outlived their resources through no fault of their own, also known as the Good Samaritan Fund. The Foundation also raises funds for critical programs and equipment for the campus and uses several methods to raise funds including mail solicitations, face to face solicitations, grant requests, and online giving. The Foundation accepts gifts in a variety of formats and has an active planned giving program in which donors can establish annuities and trusts and name the Foundation as a beneficiary of estates, etc. The Foundation solicits funds from a variety of sources including individuals on and off campus, corporations, associations, local businesses, and organizations that offer grants. If you know of an individual or group that you think would like to support the mission of CKV, please contact the Foundation Office at ext. 5208 or 717-624-5208.

Friends of Cross Keys Village

The Friends is an auxiliary that operates under the Foundation to support the mission of CKV. Their purpose is to encourage volunteering and to raise money for the organization, especially the Good Samaritan Fund. Volunteering efforts are coordinated through Volunteer Services. To join the Friends, contact the Volunteer Services office at ext. 5227 or 717-624-5227.

Founders Club

Founded in 1983 and comprising people interested in CKV and its services through membership or associate contributions, they willingly sponsor a "Project of the Year." Each project is designed to provide comfort and/or convenience to Residents and Villagers of CKV for which funds may not otherwise be available. Annual Officers are elected and installed and suggestions for future project(s) are received annually. For more information about The Founders Club, contact The Foundation office at ext. 5208 or 717-624-5208.

Pastoral Care & Prayer Requests

CKV provides Pastoral Care services to all Villagers. Prayer requests may be shared with the pastors/chaplains at any time. Call ext. 5253 or 717-624-5253 to request a visit from a pastor/chaplain or to obtain more information about this ministry. For after-hour prayer requests please refer to the on-call schedule in Uniguest or contact the Security desk by dialing 1 or 717-624-2161

Handbook Purpose and Limitation

The contents of this handbook are presented as a reference and summary of information only. This edition supersedes any previous editions of this handbook and applies prospectively. As such, all rules and policies described herein will apply to all Villagers, regardless of their date of occupancy in CKV, unless otherwise specifically noted. While CKV believes we have accurately presented the policies, rules, and benefits described herein, they are not conditions of residency. CKV reserves the right to modify, revoke, suspend, terminate, or change any or all such policies in whole or in part, at any time. Notice of any of the above will be provided to Villagers as appropriate. The language used in this handbook is not intended to create, nor is it to be construed to constitute a guarantee or promise of occupancy or a contract between CKV and anyone or all Villagers. For specific information concerning CKV's policies and procedures, please contact the Director of Village Housing at ext. 5428 or 717-624-2161.

Definitions and Abbreviations

CKV: Cross Keys Village - The Brethren Home Community

Resident is capitalized when it refers to those who live in Brookside, Personal Care, or Healthcare.

resident is not capitalized when it refers to all who live on campus and includes Villagers and Residents

Villager: The title “Villager(s)” is generally used to identify residents of CKV, including those who live in cottages, Bridgewater homes, apartments, and Hearthside homes. This name was chosen by the Villagers and is used frequently in publications and memos.

Village Council: The Village Council is a deliberative body made up of residential living residents. The Council makes recommendations on policies and procedures that govern life in the Village. The Council advises departmental and administrative leadership on residential issues, and helps to communicate matters from them to Villagers. The Council monitors the activities of, provides direction to, and receives recommendations from all Council-sanctioned Committees.

Village Council Delegates: Two delegates are elected from each neighborhood to serve on the Council, representing the residents of their neighborhood. They consider how changing procedures or adopting new ones will benefit not only residents in their neighborhoods but also in all neighborhoods. They make themselves available, as appropriate, to help Villagers resolve problems.

Current information on your specific neighborhood and delegates is available at the Residential Living reception desk.

Village Council Committees: Established by Village Council, the following committees are available for Villager participation:

- Building and Landscape Committee
- Dining Services Committee
- Gardening Committee
- Harmony Ridge Library Committee
- Harmony Ridge Railroad Club (Train Committee)
- Life Enrichment Committee (CKV Sojourners)
- Villager Finance Committee
- Villager Mentor Committee
- Villager Military Veterans Committee
- Villager Wellness Committee
- Village Woodshop Committee
- Ad hoc:
 - Guidelines Review Committee
 - Nomination and Election Committee

Campus Communication and Information

Bulletin Boards

The Bulletin boards located in the Harmony Ridge Community Center, Bridgewater Postal Kiosks, and in each Hearthsides building are provided as a convenient location for announcements of interest to Villagers. Villagers are asked to submit their flyers and notices to the Residential Living reception desk for approval prior to posting them. More information regarding postings is available in the Bulletin Boards Quick Reference Guide.

Campus Mail Services

Campus mail distributed by CKV is placed in the open mail slots in Harmony Ridge and in the locked boxes at mail kiosks for Bridgewater and Hearthsides by CKV team members. Villagers may place mail for Villagers in cottages and Harmony Ridge apartments in their open mail slot at the Postal Center. Mail for Bridgewater, Hearthsides, and team members or Residents in Healthcare, Personal Care or Brookside should be placed in the outgoing Campus Mailbox located in the Harmony Ridge Community Center postal area or in any of the Bridgewater or Hearthsides mail kiosks. Campus mailboxes are checked Monday through Friday with the exception of major holidays. No postage is required for any on campus mail.

Please note that in the postal area of Harmony Ridge Community Center, the cottage and apartment numbers for the open mail slots are located below the slot. Please ensure you are picking up your mail from the correct slot.

Campus mail slots may not to be used for solicitation. Please refer to the CKV Solicitation Policy for more information.

USPS Services and U.S. Mail

Villagers who reside in the Harmony Ridge apartments and in the cottages receive their mail at the postal center located in the Harmony Ridge Community Center near the main entrance. Villagers who reside in Bridgewater and Hearthsides homes receive their mail at their nearest kiosk. CKV does not have access to the locked U.S. parcel boxes. If mail for someone else is delivered to your mailbox, please take it to the Residential Living reception desk. Packages can be mailed directly from the New Oxford or Abbottstown Post Offices or by going to USPS.com.

Please contact the New Oxford Post Office if you are unable to pick up your mail for an extended period of time and would like your mail to be held or forwarded. If you have questions or concerns about your mail delivery, please contact the New Oxford Post Office

(located on the circle in New Oxford) at 717-624-7451. Forms are available on USPS.com to withhold and forward mail.

Postal stamps may be purchased by completing a request form located in the Postal Center in the Harmony Ridge Community Center or on USPS.com.

Outgoing Mail - Outgoing U.S. mail may be placed in the outgoing mail slot in the Postal Center located in the Harmony Ridge Community Center, or any of the Bridgewater or Hearthside mail kiosks. Outgoing mail is taken to the New Oxford Post Office Monday through Saturday.

Channel 23

Channel 23 is CKV's in-house TV station that offers a variety of music for your listening enjoyment.

Channel 24

Channel 24 is CKV's in-house TV station that promotes programs and programming for Personal Care and Brookside.

Channel 25

Channel 25 is CKV's in-house TV station that promotes programs and programming for Residential Living. It covers worship services and other special programs. During non-program hours, Channel 25 carries continuous information screens about scheduled activities and emergency information such as cancellations due to weather conditions for Villagers.

Community Center TV's

Located in the Harmony Ridge Community Center and Wellness lobbies, these TV's display information about upcoming events, activities, notifications, and menus.

Crossing Points

Crossing Points is a quarterly newsletter published by CKV that contains articles and photographs about campus activities. It is mailed to Villagers, Residents, families, contributors, and friends of CKV, and is available on the CKV website.

Emergency Messaging

In the event of severe weather, a civil disturbance, or other unusual circumstances you may receive a call from our automated system with a prerecorded message of what to do and/or a message through the Uniguest notification system.

Facebook

CKV is online at: <https://www.facebook.com/CrossKeysVillage/>. You do not need a Facebook account to view the page.

In Touch

CKV broadcasts a closed-circuit television program at 8:30 am Monday through Friday on TV Channel 25. In Touch provides a variety of information including the daily dining menus, weather forecasts, announcements of birthdays and anniversaries, daily meditation, guest speakers, games, vocalists, and special event information.

Neighborhood Meetings

Village Council delegates make arrangements to meet with their neighborhoods as needed. The frequency of these meetings is based on the decision of the delegates and their neighbors. During these meetings Village Council delegates provide updates on what is happening with Village Council and may also solicit feedback to take to CKV administration. It is also a time for committee representatives to provide updates and solicit feedback for their committee work. Delegates may also invite members of CKV administration to discuss particular topics.

Uniguest

Uniguest is a community app and website available for use on smartphones, tablets, and computers and is a way for Villagers to stay engaged and educated on happenings in the community. For more information and to get started with Uniguest please contact the Village Content Manager at ext. 5292 or 717-624-5292.

Village Committee Meeting Minutes

Village Committee minutes are available through the committee Secretaries/Recorders. Please contact the Residential Living desk for more information at ext. 5411 or 717-624-5411.

Village Council Meeting Minutes

Village Council Meeting Minutes are generally available one to two weeks after the Village Council meeting. Some delegates may distribute minutes for their neighborhood. The minutes are also available on Uniguest and on bulletin boards.

Village Voice

The Village Voice is a weekly newsletter that promotes activities and events specifically of interest to Villagers. It is available electronically on Uniguest and in print in the postal areas of the Village.

Villager Meetings

All Villagers are invited and encouraged to attend the Villager Meetings. These meetings provide an opportunity to receive current information about campus projects, events, and other matters of concern. Team members, guest speakers, Village Council Delegates, or Village committee members present special topics of interest to Villagers. Villagers are encouraged to contact their Village Council Delegate prior to the meeting to request that a specific question or concern be addressed at the meeting. Villager Meeting dates, times and locations are announced in the Village Voice and in Uniguest. Replays are available in Uniguest and on Channel 25 if you cannot attend the meeting in person.

Residence and Amenities

Name Badges

Each Villager is issued one name badge with their picture on it at the time of settlement. The Name Badge is used in a variety of ways:

- Door Access – The badge will open Harmony Ridge Community Center, Wellness Center, Nicarry Meetinghouse and Bridgewater Landing Clubhouse doors when locked. Harmony Ridge Villagers must use their badge to enter the apartment wings after security doors are locked.

- Dining Services – The badge can be used to charge meals to your monthly statement in The Campus Inn, Harmony Café and Terrace Café. Villagers who purchase a monthly meal plan should use their badge if they want meals charged towards their monthly meal credit.
- Wellness Rooms – The badge is used to enter the Cardio and Strength Room and the Aquatic Center. Please see a Wellness team member for orientation and badge activation. The Wellness team can be contacted at ext. 5410 or 717-624-5410.
- Horst Road Gate – Villagers may use their badge to access the Horst Road entrance, which is located off of Brickyard Road. No one should be let in at this gate other than Villagers. This is considered a private entrance to campus.
- Hearthside – Villagers living in the Hearthside buildings may access the main entrance of their building, garages, and the interior door of their residence using their badge.

When using the badge to unlock a door, hold it within one or two inches of the badge reader located either to the left or right side of the door. This box has a little red light which will turn green for only a moment when the door is unlocked. For all doors other than the automatic opening doors, you will need to pull it open within 15 seconds before it locks again. Once the door is open, however, you can take your time to enter. To open the automatic doors, you may activate the door by stepping in front of the sensor directly in front of the door after your badge has unlocked the door. Some doors also have a “wave” sensor next to the badge reader that you wave your hand in front of to activate an opener.

The badge has a computer chip and an antenna embedded within the plastic; therefore, do not cut or punch holes in the badge. Also try not to bend the badge as this may break the chip.

If you lose the badge, you should contact the Residential Living reception desk at ext. 5411 or 717-624-5411 immediately or after hours, the Security desk by dialing 1 or 717-624-2161. The lost card will be deactivated, so it cannot be used by anyone else. You will need to complete a new badge request form to be issued with a replacement badge for an additional fee. This can be done at the Residential Living reception desk.

The name badge is the property of CKV and will need to be returned to CKV when you no longer reside in the Village. Your card should not be loaned to anyone and only used by you for access or identification on campus. If a Villager is found to allow others to use their badge, privileges to certain areas may be revoked.

Call Boxes

Many public spaces on the CKV campus have electronic door locking systems. Various doors that are used by visitors are programmed to lock and unlock at predetermined times.

Villagers and team members are issued a picture ID badge that will provide access to approved entrances. For more information on using the call boxes to open main doors at Harmony Ridge apartments and Hearthside buildings please refer to the Quick Reference Guide for Community Telephone Services or contact the Residential Living reception desk at ext. 5411 or 717-624-5411 for more information.

Screen/Storm Doors

Many cottages, Bridgewater homes, apartments, and Hearthside homes have screen/storm doors that have a locking mechanism. While these may provide you with some limited security when locked, there is currently no way to open these with any type of master key in an emergency situation. If you have locked a screen/storm door and a team member needs to gain access to your home quickly in an emergency situation, they may have to break the screen/storm door and/or lock to gain entry. The cost of replacement for the screen/storm door and/or lock mechanism is the responsibility of the Villager.

Keys

Upon settlement, Villagers will receive keys to their home and mailboxes as follows:

- Cottages – 2 home keys and 2 U.S. postal keys.
- Bridgewater homes – 2 home keys, 2 U.S. postal keys, 2 campus mailbox keys.
- Harmony Ridge East apartments – 2 home keys (which also serve as mailbox keys) and 2 storage cage keys. First floor Villagers will also receive 2 patio keys.
- Harmony Ridge West apartments – 2 home keys (which also serve as mailbox keys). First floor Villagers will also receive 2 patio keys. Must provide own lock for storage cage.
- Hearthside homes – 2 home keys, 2 U.S. postal keys, 2 campus mailbox keys, 2 patio keys.

All keys are the property of CKV and must be returned when the home is vacated. You are not permitted to duplicate any of these keys on your own. There is a fee to replace and/or request extra keys for your residence, mailbox, and for other areas of the campus. Forms to request keys are available at the Residential Living reception desk.

CKV team members are available to assist with unlocking your residence when your keys are locked inside or misplaced. Please notify the Security desk by dialing 1 or 717-624-2161. There may be a charge to have security or other team members repeatedly unlock your door.

Villagers are encouraged to keep the doors to their homes and vehicles locked at all times. This includes keeping overhead garage doors closed. Report door to door solicitations or any other suspicious activity immediately by contacting the Security desk by dialing 1 or 717-624-2161.

Harmony Ridge West Garages and Carports

Garages and Carports located near the Harmony Ridge West apartments are available for rent on a first come, first served basis. Priority is given to Harmony Ridge West apartment Villagers since they are included in the parking plans for that side of the building. One garage door opener and key fob will be provided for each garage. Garage door openers and fobs must be returned upon termination of your residency or upon termination of the rental agreement. If the opener/s is not returned, a fee for their replacement will be charged. For garages with an additional entry door, the door will be keyed to your apartment entry key. For information, rates, and availability please contact the Residential Living reception desk at ext. 5411 or 717-624-5411.

Garage Door Openers

Cottages, Bridgewater homes, and Hearthside homes each receive one garage door opener for each garage door. Any additional openers will be at the Villagers' expense and may be requested through the Maintenance department at ext. 5291 or 717-624-5291. Garage door openers must be returned upon termination of your residency. All openers must be returned or a fee for their replacement will be charged.

Storage Units

Harmony Ridge apartments and Hearthside homes are assigned one storage unit per residence included in the monthly fee. Additional storage units are available for all Villagers at our Meadow Lane buildings. Items stored in storage units should be the personal property of the assigned Villager(s). Lending or subletting of storage spaces is prohibited. All items should be stored inside the storage unit and not above or outside of the storage unit. Any items found above or outside of the storage unit may be removed for safety reasons. For information, rates, and availability, please call the Residential Living reception desk at ext. 5411 or 717-624-5411.

Balconies

Anything Villagers want secured to a balcony in the Harmony Ridge apartments or Hearthsides homes must be approved by the Residential Living department prior to installation. This is due to protection of the railings and safety of people below. Furniture and decorations on balconies should be designed for outdoor use. No storage containers or umbrellas are permitted on balconies. Please call the Director of Village Housing at ext. 5428 or 717-624-5428 for approval.

Alcoves – Apartments and Hearthsides

In the hallway entrance door areas in Harmony Ridge apartments or Hearthsides homes, there may be some space to display personal items on the floor, on a small shelf and/or on the wall space immediately to either side of their entry door. Please do not set out anything of significant personal value in these areas. CKV is not responsible for any items that could go missing. Items should not extend beyond the alcove area and should not create any tripping or other hazardous conditions such as blocking stairwells or fire extinguishers. Anything a Villager would like affixed to a door or wall in their alcove area should be attached by a CKV Maintenance team member. Call ext. 5291 or 717-624-5291 to request assistance. CKV reserves the right to remove anything in a common area that may be considered dangerous and/or offensive or beyond display areas.

Porches and Patios

Furniture on porches and patios should be designed for outdoor use. No interior furniture or appliances are allowed. A single small plastic storage container that fits within the area of back patios or flower beds is allowed as long as it does not block access to doors or mechanical systems. Storage containers are not permitted on the sides or front entrances of residences.

Awnings and Canopies

If you are interested in having a porch awning installed at your residence, please contact the Maintenance department at ext. 5291 or 717-624-5291. Additions of awnings are considered modifications to the residence and need prior approval. Canopies are no longer installed as new options. Villagers assume all responsibility for new or existing awnings and canopies including repair, upkeep, seasonal installation, removal, storage, and damage that may occur as a result of weather conditions. Upon vacancy of the residence, all awnings and canopies, including frames, remain the property of CKV.

Additions and Changes to Residence

Any additions or modifications to your residence, including but not limited to awnings, canopies, countertops, floor coverings, lighting, railings, porches, enclosures, flag poles, or other proposed changes must have prior approval from CKV. Upon vacancy, all such additions, changes, and other modifications will remain the property of CKV. Anything being hung on an interior or exterior wall or door should be completed by a CKV Maintenance team member to ensure no damage to CKV property. Anything installed by a Villager without prior consent is subject to removal as well as costs for any damages.

Contractors

The use of third-party contractors should be approved by the Maintenance department for any modifications or repairs taking place to the building or appliances. Please contact the Maintenance department at ext. 5291 or 717-624-5291.

Home Businesses

CKV allows Villagers to conduct business from their homes as long as it does not cause a substantial impact to campus traffic, parking, or use of resources. For more information, please contact the Director of Village Housing at ext. 5428 or 717-624-5428.

Common Areas

CKV maintains a variety of indoor and outdoor common areas throughout campus. Indoor common areas include but are not limited to hallways, lobbies, gathering spaces, dining venues and commercial building spaces. Outdoor common areas include mulch beds, gazebos, recreation areas, parking lots and walking paths. Below are some of the great spaces available for Villagers to use. CKV maintains these common areas. Villagers should not display personal items or make changes to common areas without consent from the Director of Village Housing who can be reached at ext. 5428 or 717-624-5428.

Reserving Rooms and Gazebos

There are several areas on campus that are available for Villager use to meet or entertain family, friends, and neighbors. Contact the Director of Life Enrichment at ext. 5544 or 717-624-5544 or the Residential Living Dining Operations Manager at ext. 5281 or 717-624-5281

to reserve any of the public rooms in the Harmony Ridge Community Center or outdoor spaces. More information is available in the Reserving Rooms and Gazebos Quick Reference Guide.

Air Fill and Car Wash Station

The station is located on the left side as you enter Meadow Lane just past the Woodshop. There is an air chuck with a dial-type gauge for filling and checking tires and a garden hose for washing cars and golf carts. Please refrain from parking in this spot if you are not using either of these amenities.

Art Education Studio

The Art Education Studio, located in the Avenue of the Arts, is equipped for a multitude of classes from painting to pottery to stained glass, just to name a few. The studio is also open for Villagers to use at their leisure to create art when classes are not in session. For more information, please contact the Director of Life Enrichment at ext. 5544 or 717-624-5544. Classes are advertised in Uniguest and the Village Voice.

Avenue of the Arts

The Avenue of the Arts is located in the back side of the Harmony Ridge West apartment building. The gallery displays works from those who live and work at CKV. There is generally a theme for the exhibits that changes a few times a year with each new theme announced in Uniguest and the Village Voice. For more information, please contact the Director of Life Enrichment at ext. 5544 or 717-624-5544.

Billiards Room

There are two billiards tables available for use by Villagers and their guests in the Billiards Room, which is located in the Avenue of the Arts area of the Harmony Ridge Community Center. Villagers are responsible for their guests and should accompany them if using this space. This room may not be reserved for private functions. For more information, please contact the Wellness team at ext. 5410 or 717-624-5410.

Clubhouse

The Clubhouse, available in the Bridgewater Landing area of campus provides indoor and outdoor gathering spaces and recreational areas as well as a water feature for Villager use. More information will be available in Summer of 2026.

Creative Arts Room

The Creative Arts Room is located in the Wellness wing of the Harmony Ridge Community Center. It is equipped for “dry art” programs including sewing, quilting, card making, scrapbooking, and stamp collecting to name a few. The room is open for Villagers to use at their leisure when a class or group is not in session. For more information, please contact the Director of Life Enrichment at ext. 5544 or 717-624-5544.

Dining - Restaurants

Villagers, team members, volunteers, and guests can eat at any of three dining venues on campus. The Harmony Café located in Harmony Ridge is open for breakfast and lunch, The Campus Inn also located in Harmony Ridge is open for dinner and holidays and the Terrace Café is open for breakfast and lunch in the Healthcare building. More information is available in the Restaurants Quick Reference Guide.

Dining - Meal Plans

Flexible meal plans are available for all Villagers. These plans provide discounts and savings on the sales tax normally added to meals. Please contact the Dining Services team at ext. 5606 or 717-624-5606 for additional information and to sign up for a meal plan. More information is available in the Meal Plan Quick Reference Guide.

Gallery East

Gallery East is located between the Harmony Ridge mail center and Harmony Ridge East apartment building. There is both an art wall and display case for Villagers and local artists to display their works and collections. Displays are rotated every few weeks and are announced in Uniguest and the Village Voice. For more information, please contact the Director of Life Enrichment at ext. 5544 or 717-624-5544.

Gardens

CKV has an area on campus dedicated for Villagers to garden. For more information on gardens and gardening, please refer to the Gardening and Landscaping Quick Reference Guide.

Guest Quarters

CKV offers accommodations for overnight visitors. Reservations are required and can be made by calling the Residential Living reception desk at ext. 5411 or 717-624-5411. More information is available in the Guest Quarters Quick Reference Guide.

Horseshoe Pits

Horseshoe pits are located along the north Union Square parking lot and are available for Villagers and their guests to use. For more information, please contact the Wellness team at ext. 5410 or 717-624-5410.

Library

The Villager Library is located throughout the hallway between the Encore Room and Harmony Café. Anyone who enjoys reading may check the books out at the book return bin located between the two entrances to the Encore Room. The Village Library Committee maintains the library area and book inventories. For more information, please contact the Residential Living reception desk at ext. 5411 or 717-624-5411.

Melody Theater

Melody Theater is located in the Avenue of the Arts. With seating for 130 (122 fixed seats plus 8 wheelchair accessible spots), the theater is equipped for musical, theatrical, and educational performances. Events scheduled in the theater are announced in Uniguest and the Village Voice.

Nicarry Meetinghouse

The Nicarry Meetinghouse is connected to the Healthcare building. The Faith Community gathers to worship on Sundays in the meetinghouse. It is also used for funerals and memorial services. Arrangements for these can be made through the Pastoral Care

department at ext. 5253 or 717-624-5253. Other events and programs take place throughout the year in the Nicarry Meetinghouse. Events are advertised in Uniguest and the Village Voice.

Playground

A playground is located just off of Adams Avenue and the Cumberland Square parking lot in front of the Healthcare building. Villagers are welcome to bring grandchildren, family, and friends to use this area.

Ponds and Fishing

Villagers and residents are welcome to fish in the ponds on campus. No license is needed. We ask that you please follow these simple guidelines when fishing in our ponds:

- Fishing is catch and release only.
- Please take trash including broken lures, torn lines, etc. with you. Hooks and lines left behind present a safety hazard to others. Lines can also become tangled in the fountain, which can burn out the pump, causing expensive repairs.
- Leave the area cleaner than when you arrived. That way everyone can enjoy the area for years to come.
- A resident/Villager must accompany any guests while fishing at the pond.
- If you have a concern, please contact the Security desk by dialing 1 or 717-624-2161 or the Grounds Department at ext. 5375 or 717-624-5375.

Putting Green

The putting green is located in Oxford Commons behind the cottages on Peace Circle and Lovely Lane. The putting green is available for use by Villagers and their guests from dawn until dusk, weather permitting, unless the green is reserved by the Putting Group for tournament play. Villagers should accompany guests to this area. For more information, please contact the Wellness team at ext. 5410 or 717-624-5410.

Shear Harmony Salon

A full-service salon including manicures and pedicures for ladies and gentlemen is located in the Harvey S. Kline Wellness Center wing of Harmony Ridge. Please call ext. 5550 or 717-624-5550 for appointments and rate information. Additional information is available through the Salon Services price list.

Silver Shears Salon

A salon located in the Healthcare building that serves residents of Personal Care and Healthcare is also available for Villagers to use. Please call ext. 5550 or 717-624-5550 for appointments and rate information. More information is available through the Salon Services price list.

Shuffleboard/Cornhole Court

The shuffleboard court is located in Oxford Commons behind the cottages on Peace Circle and Lovely Lane. The shuffleboard court is available for use by Villagers and their guests from dawn until dusk. A cornhole set is also available to be used in this area. Villagers should accompany guests to this area. For more information, please contact the Wellness team at ext. 5410 or 717-624-5410.

Train Room

A train room is located in the lower level of the Harmony Ridge Community Center. The train room is maintained by the Harmony Ridge Railroad Club. Open houses are held throughout the year and membership is open to any Villager. Private showings may be arranged with a member of the Train Committee. For more information, please contact the Residential Living reception desk at ext. 5411 or 717-624-5411.

Walking Paths

Our campus boasts miles of paved walking paths. There is also a nature trail through the woods that follows Hope Lane and Peace Circle beginning on Village Drive and ending on Meadow Lane. Campus maps are available on Uniguest and at the Residential Living reception desk and Wellness office.

Wellness

Villagers can use the holistic wellness programs offered at the Harvey S. Kline Wellness Center. An inviting space, the Wellness Center contains a large indoor pool, a whirlpool spa and spacious, immaculate exercise rooms featuring top-of-the-line equipment. The Wellness team will help you reach and exceed your individual goals with their kind and cheerful encouragement. All Villagers must attend an orientation prior to using the Wellness Center. To set up an appointment, receive class schedules and descriptions, set up personal training sessions or to inquire about other offerings, please call the Wellness

Department at ext. 5410 or 717-624-5410. Class schedules are available in the Wellness Center lobby and on Uniguest. The Wellness Center is also available for team member use, but not open to visitors or guests. More information is available in the General Use of Wellness Amenities Guide.

Woodshop

A woodshop for Villager use is located in the Meadow Lane East building. The woodshop is maintained by the Villager Woodshop Committee. Villagers may use this space after a brief orientation and becoming a member of the Woodshop. For more information, please contact the Residential Living reception desk at ext. 5411 or 717-624-5411.

Services

Utilities

CKV provides water, sewer, and refuse services to all residences on campus.

Electric Supply

Two different power companies serve the residences in CKV. Adams Electric serves the residences in Coventry Court and portions of Bridgewater. The remaining residences are served by Met-Ed.

Columbia Gas serves those homes that use gas services.

Questions concerning utility billing can be directed to the customer service number located on your bill. Directions for discontinuing or transferring services can be found in the Vacate Procedures Quick Reference Guide.

Electric and gas services are included in the monthly fee for Harmony Ridge apartments and Hearthside homes.

Power Outages

Find out if the outage is just in your residence or the surrounding area by checking streetlights or asking neighbors.

If the problem seems isolated to your residence, report it right away to the Maintenance department at ext. 5291 or 717-624-5291 or Security desk by dialing 1 or 717-624-2161 if after hours or on weekends.

If the problem is affecting more than your home, report the power outage to the utility company who provides power to your residence, Met-Ed at 800-726-2324 or Adams Electric Cooperative at 888-544-4877.

If you have a medical condition that requires the use of electricity, contact the Village Health Nurse at ext. 5387 or call the Security desk by dialing 1 or 717-624-2161 to request assistance. If needed, arrangements can be made for you to be brought to the Healthcare building or Harmony Ridge, where back-up generators provide power for essential equipment.

If an outage occurs, turn off switches on computers, televisions, and lights. If the outage occurs during the summer cooling season, turn your air conditioner off. This helps prevent damage during surges or restarting. Keep the refrigerator doors closed. This helps to maintain temperatures. Most refrigerators are insulated and can maintain cold enough temperatures to keep food safe for about 12-24 hours if they are not opened.

Water Supply

CKV water is supplied by the York Water Company. Information about water quality can be found on the York Water Company website at www.yorkwater.com. CKV has a detailed emergency preparedness plan to address the loss of water. CKV has agreements with water hauling companies that can supply water in bulk in the event of a major water disruption and with water suppliers to provide bottled water, if necessary, for drinking purposes. A water conservation plan will be initiated if deemed necessary.

In the event of a State-Issued Drought Emergency the Department of Environmental Protection can issue state-wide or county-wide water restrictions. If this occurs, water conservation measures for CKV will be announced.

Utility Protection Plans

Villagers may receive information from the electric, gas and/or water companies asking for your participation with maintenance or line protection plans. While legitimate offers from these companies, you need not participate in them. CKV provides proper maintenance and repair to all utilities on campus provided that any potential damage is not the result of the actions of a Villager.

You may opt out of receiving these offers by calling the phone number on the mailer and asking to be removed from the list. In the past, CKV has requested to have all of our homes removed from their mailing lists; however, since Villagers are considered their customers, these requests have been denied. Further questions can be directed to the Director of Village Housing at ext. 5428 or 717-624-5428.

Telephone Information

CKV maintains an on campus, community telephone service. For more information about using this service, making emergency calls, phone service outages including power failure, and pricing, refer to the Quick Reference Guides for Community Telephone Services and Information Services.

Cable Television

CKV Maintenance team members provide initial TV hook-up service when you move into your residence. This connection is necessary even if you have a “cable ready” television set. There is no charge for this service at move-in which is necessary because not all TV outlets are activated. Your Retirement Counselor will work with you to select the jacks to activate.

Any additional TV hook-ups after move-in will be billed to you. Additional charges will also be applied when a Villager moves a TV to another part of their residence and must have a new TV outlet activated. The cost of basic cable TV service is included in the Monthly Fee. If you are having a problem with the cable TV signal, please contact the Maintenance department at ext. 5291 or 717-624-5291.

CKV must install all wall-mounted TV's. There is no charge for the first TV installed at move-in. All other wall-mounted TV installations are subject to a charge. For assistance and questions regarding wall-mounted TV's, please contact the Maintenance department at ext. 5291 or 717-624-5291.

If you think that your TV signal is not normal, the Maintenance team will evaluate the problem free of charge. If the problem is caused by CKV we will repair the problem, free of charge. If your TV or other personal equipment caused the problem, a charge may apply. The Maintenance department does not repair television sets. For more information about TV service and prices, please refer to the Information Services Quick Reference Guide.

CKV-Guest Wireless Network

This free wireless internet connection provides a solution for Villagers and visitors requiring internet access. This wireless internet connection is available across the entire campus and can be accessed by connecting your wireless device to the CKV-Guest network. Upon connection to this network, you will be asked to enter your e-mail address and agree to the terms of use. There are some differences between this free Internet access and our Community Internet Service. These differences are:

- Our free service is offered “as-is” without any technical support.
- The fastest possible connection speed on this service is 1.5 Mbps.
- A web filter monitors this connection to prevent access to objectionable material.

This connection provides internet service similar to that you would find in public areas such as restaurants, hotels, and other places. Even though this connection is secured using various security devices, you will still need to practice safe computing habits. This includes not opening e-mails from senders you do not know.

Community Internet Services

CKV-TBHC understands the need for reliable secure internet connections in your home. The Information Services Department can provide you with this service. For more information and pricing, please refer to the Information Services Quick Reference Guide.

Emergency Pendants/Passive Check-in System

CKV offers emergency pendants and a passive check-in system that provides Villagers with peace of mind in the event of a medical emergency. This system is known as the SARA system which stands for Situational Awareness and Response Assistant. For information on pricing, please refer to the Information Services Quick Reference Guide.

WorxHub - Work Order System

Villagers may submit work orders for Grounds, Maintenance, Housekeeping, and Information Services via the WorxHub module in Uniguest.

Information Services

The CKV Information Services department provides support for telephone, TV, internet, and emergency pendant services. Work orders may be submitted by calling ext. 7200 or 717-624-7200 or entering a work order in the WorxHub module in Uniguest. Emergency work orders after hours should be called into the Security desk by dialing 1 or 717-624-2161. More information is available in the Information Services Quick Reference Guide.

Maintenance Services

Maintenance team members provide routine repairs and maintenance to the buildings and appliances, and emergency repairs as needed. Non-emergency maintenance concerns should be reported to their office at ext. 5291 or 717-624-5291 or entered through a work order in the WorxHub module in Uniguest. These concerns will be handled as soon as possible. Emergency work orders after hours should be called in to the Security desk by dialing 1 or 717-624-2161.

Special requests for Maintenance services (other than those normally provided without charge), will be billed on a time and material basis. Rate information may be obtained by contacting ext. 5291 or 717-624-5291.

Emergency Maintenance Services

Emergency maintenance concerns should be reported immediately, day or night. During daytime business hours, which are Monday through Friday excluding holidays, from 7:00 a.m. until 3:00 p.m. please call ext. 5291 or 717-624-5291. If there is no answer or if you're calling after hours or on a weekend or holiday, contact the Security desk by dialing 1 or 717-624-2161. Provide as much information as possible so that a team member will be prepared to handle the emergency as quickly as possible.

Home Inspections

The purpose of our annual home inspection program is to ensure the safety of Villagers on campus and be proactive with building maintenance. When your home is due for an inspection, you will receive a notice from our Maintenance department approximately one month before the scheduled inspection time. You do not need to be home for the inspection to occur. If for some reason you need to reschedule your appointment, we ask that you provide at least three days prior notice. A Maintenance team member will complete the home inspection using a standard form, and will be looking at the following areas:

- Fire extinguisher - Inspect current tag and insure it has the proper charge.
- Smoke detectors - Test and replace battery.
- Heating/Cooling systems - Inspect unit(s) and replace filters as needed.
- Water heater - Check to make sure it is maintaining proper water temperature.
- Sinks draining properly - Check to make sure they have proper flow and are not backing up.
- Dryer - Clean vent and filter as necessary.
- Washer - Inspect all hoses and drain.

- Garbage disposal (if installed) - Make sure it is functioning properly.
- Refrigerator - Clean coils and insure it is maintaining proper temperature.
- Stove/Oven - Clean under stove/oven if necessary.

The Maintenance team member will leave a copy of the form with you for your records. Please note that the home inspections may or may not coincide with preventative maintenance schedules, such as filter replacements. Your home is placed on a preventative maintenance schedule at either annual or semi-annual intervals for filter replacements based on the type of equipment and the acceptable standards for that equipment. If you have any questions, please contact the Maintenance department at ext. 5291 or 717-624-5291.

Flushable Wipes

Please do not use any product labeled as “Flushable Wipe.” Despite the label, flushable wipes have proven to cause trouble with both CKV and Oxford Township sewage equipment. We can incur significant costs both on campus and/or with the township if flushable wipes have damaged any sewage pumps. If you have questions or need more guidance, please contact the Maintenance department at ext. 5291 or 717-624-5291.

Pest Control

CKV contracts with a third-party service provider to assist with pest remediation on campus. They are on campus weekly and provide yearly treatment inside all homes on campus. In urgent situations the contractor can be called in by calling the Maintenance department at ext. 5291 or 717-624-5291.

To assist in providing you with timely service, please call us to report pest control concerns in your home. Under normal circumstances, your residence will be added to the exterminator’s list for treatment on the next scheduled visit and in many cases our Maintenance department can begin assisting with pest remediation.

Grounds

For more information about the following items, please refer to the Gardening and Landscape Quick Reference Guide:

- Feeding Wildlife
- Gardens
- Line Trimming

- Snow Removal
- Turf Care

Damages – CKV is not responsible for any damage caused by wildlife. Please report any problems with wildlife to the Grounds department at ext. 5375 or 717-624-5375.

Trash and Recycling – CKV provides an in-house trash and recycling program. More information is available in the Trash and Recycling Collection Quick Reference Guide.

Dumpsters – At any time, construction dumpsters may be located on campus. Villagers should not use these dumpsters for any purpose without permission. For your safety, “Dumpster Diving” is not permitted. If you have large items to dispose of, a dumpster is located in the Meadow Lane area. Please do not throw any food items in open dumpsters to help avoid attracting wildlife. If you need assistance with disposing large items or a large amount of trash please contact the Grounds department at ext. 5375 or 717-624-5375.

Insurance Coverage

CKV provides property and liability insurance covering facility owned property. This coverage does not cover the personal property or liability of Villagers. CKV highly recommends Villagers purchase personal property and liability insurance, which is generally called “Renters Insurance.” Villagers with licensed motor vehicle(s) are required by the Commonwealth of Pennsylvania to maintain insurance on their vehicles. The property and liability insurance maintained by CKV does not cover or protect the owners/operators of golf carts and motorized wheelchairs or scooters. It is highly recommended that Villagers purchase supplemental coverage on these items to protect them from loss or damages.

Village Health Services

Village Health Services is our collective department of Village Health Nurses and Village Health Navigators comprising CKV team members and outside resources to assist you in aging in your preferred place. More information is available in the Village Health Services, After Hours Health Support and Service Providers Quick Reference Guides.

Changes in Personal Information

To ensure our records contain accurate information, please notify the Village Health Services office at ext. 5256 or 717-624-5256 if you have changes in pertinent personal

information such as power of attorney, physicians, insurance, pets, funeral plans, vehicle license and tag numbers, family addresses, or phone numbers.

Extended Leave Listing

When a Villager decides to go away for an extended period of time (2 - 3 days or more), CKV asks that the Villager notify us of the departure and return date. This is done for several reasons:

- Peace of mind that your home is safe (Maintenance and Security is notified).
- During or after severe weather, your home is checked for possible problems.
- CKV will be able to contact you if there is an emergency within your home.

To notify CKV of your plans, please contact the Residential Living reception desk at ext. 5411 or 717-624-5411 or the Security desk by dialing 1 or 717-624-2161. You will be asked for your name, your departure and return dates, destination, and a contact phone number for you or someone who can reach you.

There are some preventive maintenance procedures to follow for those Villagers who like to travel and be gone for several weeks or months at a time. For more details and assistance, please contact the Maintenance department at ext. 5291 or 717-624-5291.

Your U.S. Postal mail can be held or forwarded by visiting the New Oxford or Abbottstown Post Office or USPS.com. CKV does not handle or withhold mail that is delivered by the U.S. Postal Service.

Security

Security team members are available to respond to emergencies on campus 24 hours a day, 7 days a week. Security team members are identified by their uniform and CKV name badge. Villagers should immediately report any suspicious activity to the Security desk by dialing 1 or 717-624-2161. Campus Security team members patrol the entire campus and respond to concerns. They assist during medical emergencies by calling 911 and help contact Villagers' family or friends for assistance.

The Security department uses cameras in various locations across campus for monitoring purposes. Villagers who wish to install cameras in and around their homes should contact the Information Services department at ext. 7200 or 717-624-7200. Camera installation is subject to approval. More information is available in the Villager Home Security and Monitoring Guidelines.

Auto and Golf Cart Repairs

CKV has a fully licensed PA inspection and repair station, located in the Meadow Lane East building, which is available to Villagers. Call ext. 5344 or 717-624-5344 to set up an appointment. Please see the Auto and Golf Cart Repair Services Quick Reference Guide for details about services and prices.

Transportation

Villagers with transportation needs have access to free, paid, and public transportation. CKV offers a free, volunteer-operated shuttle for Villager transport across campus only. Villagers in need of off-campus transport can make an appointment with the Transportation Department at ext. 5297 or 717-624-5297. Please see the Transportation, Life Enrichment Bus Trips and Campus Shuttle Quick Reference Guides for details about available services and pricing.

Volunteer Services

The Volunteer Services department is responsible for scheduling community volunteer programs for the residents of CKV and for recruiting and training volunteers. Volunteers are a valuable part of the services provided at CKV. Please see the Volunteer Services Quick Reference Guide or call ext. 5227 or 717-624-5227 for more information on volunteer opportunities.

Notary Services

CKV offers some notary services on campus. There are a few documents our notaries are not able to notarize due to our business relationship with Villagers and residents including Power of Attorneys, Living Wills, Wills, and motor vehicle documents. Please contact the Residential Living desk at ext. 5410 or 717-624-5410 to be directed to our campus notary.

Health Services

Healthcare Center

The Healthcare Center provides long-term skilled nursing care, in-patient rehabilitative services, and memory support care for those with Alzheimer's Disease and other memory related disorders. For information about the Healthcare Center, contact Healthcare Admissions at ext. 5513 or 717-624-5513.

Personal Care Center

The Personal Care Center provides an alternative for Villagers to enjoy continued independence with the assurance that team members are available for personal care and assistance 24 hours a day. Personal Care offers a comfortable and supportive environment.

"Respite" care is also available for those who prefer temporary accommodation for up to 30 days to recover from a temporary health condition that does not require skilled nursing services. For more information, contact Personal Care Admissions at ext. 5436 or 717-624-5436.

Brookside Memory Care

Brookside is a specialized residence, licensed under Personal Care, for individuals diagnosed with neurocognitive disorder or dementia. Brookside is designed to provide an optimal environment during the intermediate stages of their disease. Such individuals are not always aware that their cognitive ability and their safety awareness are compromised. In other respects, they can be fairly "healthy," active and full of curiosity, with an undimmed sense of initiative. They need guidance, cueing, the right level of stimulation, and interaction with others who understand the progression of their condition and how to communicate optimally. For more information, contact Personal Care Admissions at ext. 5436 or 717-624-5436.

Lifespring Adult Day Services

The Lifespring Adult Day Services program provides daytime support for those with memory and cognitive impairments. For more information, please contact the Lifespring Day Manager at ext. 5401 or 717-624-5401.

Memory Support Program & Resource Center

CKV provides support groups, educational programs and free memory screenings for residents, their families and the surrounding community. Information is available on the CKV website, in Uniguest, and in the Village Voice. Please call ext. 5272 or 717-624-5272 to reach the Memory Support Coordinator.

Private Duty Nursing or Companion Services in the Residence

Villagers may utilize the services of private duty nurses or companions providing personal or nursing care services in their residence as long as they are able to satisfy the Conditions of Occupancy, which are outlined later in this handbook and are subject to change due to regulatory or related changes in the law, or operating requirements or conditions. CKV reserves the right to review credentials of all nurses and companions, to approve or prohibit the use of or to require the discontinuation of such services. Villagers are responsible to pay for all such services.

If requested by CKV, Villagers will complete an Addendum for Supportive Services, which will become part of their Village Residency Agreement. Villagers are responsible for ensuring that a private duty nurse, nurse assistant, or companion has any licenses, certificates of insurance, criminal background/history checks, and for orienting them to any pertinent CKV policies and procedures. CKV reserves the right to terminate Villager's authorization to utilize the services of private duty nurses, nurse assistants, or companions in the event that they do not comply with the requirements of their Village Residency Agreement or the Addendum for Supportive Services, their private duty assistant does not comply with CKV policies and procedures, or they require transfer to another level of care. If transfer to another level of care is required, then CKV reserves the right to transfer Villagers to another level of care within the Community or to such other external care facility as deemed appropriate.

Fees

Accounting and Finance

The Accounting and Finance Services departments provide assistance to Villagers in the following areas: annuity checks billing charges, monthly fees, entrance fees, past due accounts, resident refund checks, rent rebate, telephone charges, and accounting matters not resolved with other departments.

Normal business hours are 8:00 a.m. to 4:00 p.m., Monday through Friday by appointment. Please call ext. 5355 or 717-624-5355 to schedule an appointment with the appropriate team member.

Medicare Replacement

CKV accepts a number of supplemental Medicare Advantage plans. For a current list please refer to the Medicare Advantage Plans Quick Reference Guide.

Monthly Fee

All residence monthly fees include the following basic services:

- Water and sewer utility charges
- Refuse (garbage) collection, including recyclable materials
- Initial connection to cable television service and access to telephone service
- Routine repairs, preventative maintenance, and replacement of CKV's property, equipment, and appliances (repairs necessitated by neglect, abuse, or damage caused by the Villager or their guest will be billed on a time and material basis)
- Groundskeeping (including care of lawn, trees, shrubbery, and mulching), road, driveway, and walkway repairs and maintenance
- Snow removal from roadways, common walks, driveways, parking areas, and entry walks into each residence
- Campus lighting
- Scheduled transportation (not including personal trips)
- Village Health and Supportive Services (emergency and post discharge)
- Memory Support Services
- Pastoral Care and other administrative services
- Annual exterior window washing
- Real Estate Taxes
- Wellness Center and Life Enrichment amenities and programs provided by CKV team members. Additional charges may apply for special programming.

Harmony Ridge apartment and Hearthside home Monthly Fees include the following services above the basic services:

- Heating/air conditioning, electric, and gas utility charges
- Individual storage units
- Social lounge areas located on each floor
- Privacy doors for protection after hours
- Security cameras

Bill Payments

On or about the first day of each month, you will receive your billing statement from CKV. The statement will include your Monthly Fee for the upcoming month and any ancillary service or supply charges incurred in the previous month. All bills are due and payable upon receipt. A late fee will be assessed on all charges unpaid after the 25th of the month. Payments for monthly billing statements from CKV may be placed in the locked box in the Postal Centers that are designated for CKV interoffice mail or taken to the Residential Living

reception desk. No postage is necessary. Your canceled check is your receipt. For information or questions about your bill, please call the Billing Support Line at ext. 5355 or 717-624-5355. Please refer to the Ancillary Service Rates in Addition to Monthly Fees schedule for a listing of current fees.

Direct Debits

CKV offers the option to pay for monthly billing statements via direct debit. Approximately 5 days after you receive your monthly billing statement, the payment will be automatically drawn from your checking or savings account. Enrollment forms for this service are available through the Billing Support Line at ext. 5355 or 717-624-5355.

Tax Information

All Villagers are subject to the following local taxes:

- Township and County Per Capita Tax: This tax is billed in March and is a combined Oxford Township and Adams County assessment.
- Conewago Valley School District Per Capita Tax: This tax is billed in July.
- Emergency Services Tax: This tax is withheld by employers with a place of business in Oxford Township.
- Local Wage Tax: Residents of The Conewago Valley School District (including CKV) who are employed are subject to a local wage tax. This is usually withheld by the employer.
- Pennsylvania State Income Tax: This tax return is to be filed by Pennsylvania residents by April 15th following the end of the calendar year.
- Federal Income Tax: This tax return is filed by April 15th following the end of the calendar year.

Additional information on local taxes may be obtained from these offices: Oxford Township Municipal Building at 717-624-4544, Adams County Courthouse at 1-888-337-9837 or 717-334-6781 (ask for the Assessment Office), and Lisa Kaiser, local Tax Collector, at 717-624-4251. Property taxes are paid by CKV as the owner of the property.

Property Tax and Rent Rebate Information

The Property Tax and Rent Rebate program is a state-run program that is administered by the Pennsylvania Department of Revenue. Villagers may qualify for a rebate through this service. More information is available in the Property Tax and Rent Rebate Quick Reference Guide.

Financial Assistance Program

The Financial Assistance Program is designed to help Villagers who are having trouble paying their monthly fee. To qualify for assistance, the Villager must meet income and asset criteria. For more information or to obtain a confidential application, please contact the Billing Support Line at ext. 5355 or 717-624-5355.

Termination of Agreement

Vacancy

You are responsible for making all arrangements for moving. Team members are not permitted to provide moving services; however, you may contract with 3rd party moving services for assistance. For more information, please refer to the Vacate Procedures Quick Reference Guide.

Transfer to Other Services or to Another Outside Community

Conditions of Occupancy

To qualify for initial residency as well as continued residency in a residence, a Villager must satisfy the following conditions of occupancy in addition to other requirements of CKV as reflected in its rules, regulations, policies, and procedures:

- Possess the ability to meet one's activities of daily living (e.g., personal hygiene, dressing, ability to obtain proper nutrition) to reside safely in the residence.
- Maintain oneself and the residence in a safe and sanitary manner, so as not to pose a threat or danger to one's health or safety or the health or safety of others living in the Community.
- Maintain the ability to reside safely in the residence without becoming disoriented as to person, place and/or time to be at risk of elopement/wandering or other actions, including socially offensive or aggressive behaviors, which would endanger the Villager or threaten the safety or well-being of other residents.
- Demonstrate that, upon Villager's request for a reasonable accommodation to remain in the residence, such reasonable accommodation shall be secured with appropriate and qualified assistance, and, if requested by CKV, by the execution of and compliance with the Addendum for Supportive Services and demonstrate sufficient resources to pay for such reasonable accommodation without impairing one's financial obligations to CKV and without prematurely depleting such resources as determined by the Community.
- Demonstrate sufficient financial resources to meet all financial requirements of

residency.

Rights and Obligations of Resident

General Cleaning and Upkeep

Your residence should be kept in a clean, sanitary, and orderly condition. Please observe all manufacturer's recommendations concerning the maintenance of flooring, carpets, and appliances. Do not apply adhesive-backed contact paper to shelves, drawers, or appliances. Housekeeping services are available if you need assistance with cleaning. CKV-TBHC reserves the right to require these services if you do not maintain your residence in a reasonably safe, clean, and orderly manner.

Vehicle Registration

You may operate a vehicle on CKV property only if you have a valid driver's license and a valid state registration. All vehicles (including golf carts and bicycles stored in the Hearthside boat and bicycle barn) must have a CKV vehicle identification sticker. Stickers are provided at settlement or by contacting the Residential Living reception desk at ext. 5411 or 717-624-5411 after settlement. Stickers should be attached to the left rear bumper for golf carts or lower left corner of rear window for vehicles. Each vehicle will be assigned its own number and sticker. Additional and replacement stickers are available at the Residential Living reception desk.

Parking

Please follow the guidelines below when parking on campus:

- Each residence is assigned one parking space.
- A garage/driveway or carport is considered a designated parking space. Cottages without a garage are assigned a space that is marked with the residence number.
- Harmony Ridge apartments without a garage or carport are assigned a numbered space.
- Unmarked spaces throughout the Village, including Harmony Ridge, are available for anyone to use and are considered a shared space among Villagers, guests, and team members.
- Villagers with multiple vehicles are designated one space and are permitted to park other vehicles in unmarked spaces. Those with a one-car garage are expected to park one vehicle in their garage/driveway. Those with a two-car garage/driveway should park a second vehicle, including golf carts/GEM cars, in the garage/driveway.

If requested, Villagers are expected to move their additional vehicles from unmarked spaces to accommodate visitors of other Villagers.

- When someone visits a Villager who has no vehicle, the visitor may park in the space assigned to that residence. Other visitors should park in an unmarked space.
- Each resident is responsible to notify their visitors of the parking policy and to ask them to park in an unmarked space.
- On-street parking is permitted only where on-street parking spots are marked and is prohibited on all other streets with the exception of the Bridgewater area of campus where streets are wider. Bridgewater street parking should be temporary only during visitations. Parking is prohibited in lawn areas. Vehicles should be parked safely and not obstruct other vehicles or sidewalks/walking paths. If you are considering purchasing an Electric Vehicle, please discuss with your Retirement Counselor or contact the Director of Village Housing at ext. 5428 or 717-624-5428 for information about whether a charging station can be accommodated at your residence.

Handicapped Parking

The following is an excerpt from Title 75 of the PA Department of Motor Vehicles and is observed by CKV:

“Except for persons parking vehicles lawfully bearing a person with a disability or severely disabled veteran registration plate or displaying a person with a disability or severely disabled veteran parking placard when such vehicles are being operated by or for the transportation of a person with a disability or a severely disabled veteran, no person shall park a vehicle on public or private property reserved for a person with a disability or severely disabled veteran which property has been so posted in accordance with departmental regulations. No one else can use your disability parking permit. You must either be the passenger or driver of vehicle for your handicap placard or license plate to be valid.”

Safe Driving

The safety and well-being of residents, team members, and others who visit CKV are a primary concern. This includes the operation of vehicles, golf carts/GEM cars, and other motorized equipment. Changes in vision, hearing, or other health conditions may impair driving skills. Villagers exhibiting unsafe driving or violating campus traffic rules may be asked by CKV not to drive on campus. The decision to request that a Villager not drive on campus is based on the type, number, and severity of observed driving behavior infractions and recommendations from the Villager’s physician, family, Residential Living Care Team, and others.

Observe all posted signs. The speed limit on campus is 15 mph. Handicapped zones and other parking restrictions must be observed. Golf carts/GEM cars, bicycles, and motorized wheelchairs and scooters may be driven on roads as well as walkways but must yield to pedestrians.

Golf Carts and GEM Cars

Many Villagers living at CKV find it convenient to get around campus in a golf cart or GEM car. When selecting a residence it should be kept in mind that not all residence locations are equipped for charging and/or storing a golf cart or GEM car. If you are considering purchasing a golf cart or GEM car, please discuss with your Retirement Counselor or contact the Director of Village Housing at ext. 5428 or 717-624-5428 for information about whether a golf cart or GEM car can be accommodated at your residence. Please refer to the Village Guidelines for Golf Carts and GEM Cars for more information.

Personal Mobility Devices (PMD's)

CKV recognizes there are many ways for Villagers to maintain mobility and navigate our spacious campus. For more information about use of scooters and other personal mobility devices, please refer to the Quick Reference Guide for Personal Mobility Devices.

RV's and Trailers

CKV believes in Villagers maintaining an active lifestyle which may include adventures off campus in boats, RV's, or ATV's and may require a trailer or over-sized vehicle on campus at times. For more information about RV's and trailers on campus, please refer to the Quick Reference Guide for RV's and Trailers. For information about rental space on campus for RV's and Trailers, please contact the Director of Village Housing at ext. 5428 or 717-624-5428.

Damages

Loss or damages to buildings or property of CKV caused by you or any of your guests is your responsibility. When your residence is vacated, it shall be returned to CKV in the same relative condition as when you moved in, except for normal wear and tear. You or your estate must pay for any loss or damage, including damage from unauthorized redecoration done to the residence.

Excessive Noise

Please be considerate of your neighbors at all times. Keep noise to a minimum between the hours of 9:00 p.m. and 7:00 a.m. You are also responsible for the actions of your visitors.

Pet Policy

CKV recognizes that pets can be therapeutic for those who own and care for these animals; however, pet owners must exercise common courtesy to others in handling their pets. The safety and comfort of the pet owner, other Villagers, team members, visitors, other service providers, and CKV property are our guiding principles. Pets are not permitted in a residence of CKV without a completed Pet Application. For the purpose of this pet policy, “pet” is defined as a domesticated animal kept in the home. CKV does not permit any pets that live outside of a residence. Please refer to the Quick Reference Guide for Pets and Pet Application for more details. The Healthcare, Personal Care, Brookside and Lifespring buildings have separate pet policies to which pet owners are expected to adhere.

Alcohol

The use of alcohol in any form by Villagers and visitors is prohibited anywhere on the CKV campus inside or outside of any common area buildings. Use of alcohol is permitted inside and on patios, porches, or balconies of Residential Living residences only.

Tobacco and Electronic Cigarettes

The use of tobacco in any form by team members, Healthcare and Personal Care Residents, Residential Living Villagers, contractors, vendors, and visitors, is prohibited anywhere on the CKV campus inside or outside of any public buildings; however, use of tobacco is permitted inside and within 10 feet of the entrance to Residential Living residences. No smoking is permitted inside or around Harmony Ridge apartments and Hearthside homes. The use of Electronic Cigarettes or vaping shall follow the same usage restrictions on the CKV campus as tobacco.

Firearms

CKV allows Villagers to maintain firearms in their home while observing safe practices. For more information about firearms, please refer to the Quick Reference Guide for Firearm Safety.

Fireworks

Although some fireworks are legal in the state of PA, CKV does not allow fireworks to be set off on our campus. This is due to obvious physical and fire safety hazards associated with fireworks as well as in consideration of those Villagers and residents who may be negatively affected by the loud sounds and flashes. Professional fireworks displays are often available in the area during Fourth of July celebrations and as part of other events.

Flags

Flags in good condition may be attached to your residence. Contact the Maintenance department at ext. 5291 or 717-624-5291 for installation. Permanent flagpoles are not permitted. Staked flagpoles are permitted in mulch beds and must not impede lawn care.

Grills, Firepits, Fire Tables, and Smokers

For information about grilling safety and allowable devices, please refer to the Quick Reference Guide for Grilling Safety.

Supplemental Space Heaters

For safety reasons CKV prohibits the use of portable gas and kerosene heaters in all residences. The use of electric heaters is permitted when the manufacturer instructions regarding safe operation are observed. All heaters and cords must be Underwriters Laboratories (UL) approved. Do not use extension cords with heaters. If you have any questions concerning heaters, please contact the Maintenance department at ext. 5291 or 717-624-5291.

Holiday Decorating

CKV recognizes the importance of Villagers' decorating their homes around the holidays. Please adhere to the following guidelines when doing so:

- When purchasing holiday or Christmas lights, make sure to buy "UL approved" lights from a reputable store. Purchasing the cheapest lights from a bargain store is typically not a good idea.
- Do not connect multiple strings of lights together or multiple decorations that require power in the same receptacle. This is a good way to overload a circuit and cause wires to get hot, which may cause a fire.

- Blowup and other lawn decorations requiring power cords are not permitted on lawns. Any decorations requiring power cords must be kept near homes, so that they are not in the way of leaf clean up and lawn care.
- Use a quality extension cord for the right location. If lights or decorations will be outdoors, be sure to use an extension cord rated for outdoors. If the lights are indoors, it is OK to use an Underwriters Laboratories (UL) approved surge protector to plug in multiple lights, but do not use thin, cheap indoor extension cords. These are usually white, green, or brown and have been known to overheat and cause fires.
- Ensure extension cords and lights are not laying across sidewalks outside or pathways inside your home. This creates a tripping hazard both indoors and out and also a snow removal hazard for our team members.
- Do not cover up extension cords or wires with carpeting, towels or anything else that can trap heat. This can cause a wire to overheat and start a fire.
- If you are not sure what you have is safe and would like someone to take a look at it, please contact our Maintenance department at ext. 5291 or 717-624-5291.

Overnight Guests

You are permitted to have the same overnight guest(s) stay with you in your residence for up to two weeks, but not to exceed more than a total of six weeks in a 12-month period, without securing permission from the Director of Village Housing at ext. 5428.

Please notify the Security desk by dialing 1 or 717-624-2161 when you have overnight guests who will be parking in the Village. If your overnight guests are bringing or staying in an RV, please contact the Director of Village Housing at ext. 5428 or 717-624-5428 for additional information and places where they can park on campus.

Pedestrian Safety

Many people enjoy using the walkways, trails, and roads to get around campus. Here are some safety reminders, so that we can all enjoy our campus together without incident:

- Sidewalks may be used for walking, jogging, biking, and driving scooters, electric wheelchairs, golf carts, and GEM cars.
- Bicyclists and golf cart/GEM car operators should yield to those who are walking or using scooters or wheelchairs, as well as stop at all stop signs.
- If you are in an area that does not have sidewalks stay to the side of the road. Golf carts/GEM cars and bikes should move in the same direction as the traffic flow. Those walking, in wheelchairs, or scooters should move against the flow of traffic.

- If you are out early in the morning or later in the evening when it is dark, wear bright colored clothing. Additionally, bikes should have reflectors on them, scooters and wheelchairs should have a bright flag, and golf carts/GEM cars are required to use their headlights.
- Those driving vehicles including golf carts and GEM cars on campus should always obey the 15 mph speed limits, and to yield to those crossing in crosswalks as well as stop at all stop signs. Yielding to pedestrians is a Pennsylvania traffic law. You will notice signs posted throughout campus with this reminder.
- Pedestrians should always stop and look both ways at crosswalks and intersections before crossing the street.

Political Activity of Villagers

The Internal Revenue Code regulating 501(c)(3) organizations prohibits the involvement of CKV in participating in, or intervening in, any political campaign or related activities on behalf of (or in opposition to) any candidate for or currently elected to public office. Violation of this prohibition may result in denial or revocation of our tax-exempt status and the imposition of certain excise taxes.

CKV Villagers may exercise their right to free expression on political matters and public policy when they speak, write, distribute information, attend governmental meetings, support or oppose candidates, support or oppose legislation or engage in any other related political or legislative activity. However, Villagers may not:

- Use CKV resources (i.e., photocopy machine, phones, campus mailboxes, resident lists), team members, or volunteers, or public spaces for literature display or any other political or legislative activity.
- Represent personal political beliefs to be those of CKV.
- Engage in political fundraising in public spaces, in accordance with our solicitation policy.
- Post political signs or flags outside of their residence.

If further clarity is needed, CKV's Corporate Compliance Official will make the determination if a particular event or activity would not be allowable under the IRS guidelines for 501(c)(3) organizations. The Corporate Compliance Official will determine to what extent CKV can publicize any event that includes a public official, public employee, or political candidate as a presenter.

A public official is any person elected or appointed by a governmental body in the executive, legislative, or judicial branch of the state of Pennsylvania or the Federal Government or any political subdivision, except for members of advisory boards that have no authority to expend public funds other than reimbursement for personal expense.

A public employee is any individual employed by the state of Pennsylvania, the Federal Government, or a political subdivision who is responsible for taking or recommending official action such as contracting or procurement; administering or monitoring grants or subsidies; planning or zoning; inspecting, licensing, regulating, or auditing or any other activity where the official action has an economic impact of greater than a minimal nature on the interest of any person.

Solicitation Policy

CKV is private property. Unauthorized solicitations (including door-to-door activity) or distribution of printed material anywhere on this property is not permitted. Please contact the Security desk by dialing 1 or 717-624-2161 if you observe any solicitors on campus.

Exceptions to this policy are granted under limited circumstances, and must be approved by the President/CEO, Corporate Compliance Official, or their designee. Please contact the Director of Village Housing at ext. 5428 or 717-624-5428 if you need additional information.

Gifting Policy

The thoughtfulness of gift giving is appreciated and there is a year-round policy to ensure equitable care to all residents without any perception of preferential treatment. Here are the guidelines:

- Individual team members may not accept gifts of any kind from residents of CKV, their families or from other CKV clients.
- Perishable or consumable gifts may be given to a group of team members or a department, the value of which may not exceed \$50 per person which applies to gifts from residents, families, and business relationships. This excludes cash or gift certificates which are never permitted.
- Individual team members may give gifts that do not exceed \$50 in value per year, per recipient. Gifts must not be provided with the purpose of improperly influencing relationships, business outcomes, or referral sources. Cash gifts or cash equivalents, such as gift certificates, are prohibited.
- A financial gift may be made in honor of a team member or department to the Brethren Home Foundation.

If you have any questions, please contact the Executive Director of Residential Living at ext. 5398 or 717-624-5398.

Items for Sale

Often times artists, crafters, or collectors may offer items for sale that they have on display in the Harmony Ridge East Gallery or Display Case or Avenue of the Arts Gallery or Display Case. A donation to the Brethren Home Foundation for a percentage of the sale of these items is recommended with a starting point of 10%.

Garage and Yard Sales

Villagers are not permitted to host garage or yard sales at their personal residence. A permit is required in Oxford Township to hold these types of events. The Friends of CKV typically host one to two community-wide yard sale events that Villagers are encouraged to participate in to sell personal belongings.

Villager Conduct Policy

CKV diligently tries to provide a living environment that is comfortable and safe for all residents and a working environment that promotes a positive interaction among residents, their families, visitors, volunteers, and team members. An important aspect of this effort is the expectation that all residents will conduct themselves in an appropriate manner when interacting with other people. The following policy was adopted to promote a comfortable, safe, and positive environment:

All Villagers, to the extent they are competent, are expected to interact with other residents, team members, and visitors in an appropriate manner. Inappropriate conduct includes, but is not limited to, verbal and/or physical threats, sexual harassment, rude or vulgar language, or other actions that create an abusive or hostile living or working environment.

CKV may terminate the Villager's Agreement upon a good faith determination that the resident's continued conduct either creates a serious threat or danger to the life, health, or safety of the resident or creates a serious threat or danger to the life, health, safety, or peaceful enjoyment of other people in the Community.

Villager-Led Groups

Our vibrant community is made up of people with a wide range of views, beliefs, and opinions. We support the right of all CKV Villagers to self-organize, assemble and enjoy using our common areas in accordance with our Villager Conduct Policy. We will provide meeting spaces for all Villager-led groups, subject to compliance with CKV policies and rules. If requested by a group, CKV will publish information on events subject to our solicitation and political activity policies.

Grievance Process

If a problem arises concerning CKV team members or services that you think are not being handled properly, please follow these guidelines to help resolve your concern:

- Discuss the matter with the manager or supervisor of the department that is directly involved (such as Maintenance, Grounds, Transportation, Dining Services, Information Services, etc.).
- You may share your concern with your neighborhood Village Council Delegate.
- If the issue is not resolved satisfactorily, please notify the Director of Village Housing at ext. 5428.
- If the concern involves ethical issues (i.e. questions regarding individual rights, values, or moral principles), you may refer the matter to the Ethics Committee for review. Please contact the Executive Director of Residential Living at ext. 5398 or 717-624-5398.
- If the issue remains unresolved, you may write to the President/CEO of CKV-TBHC and send it via USPS to 2990 Carlisle Pike, New Oxford, PA 17350 or drop it in one of the inter-campus mailboxes located on campus.

Fire Safety and Disaster Response

Fire Extinguisher Use

When using a fire extinguisher, please remember this acronym: P.A.S.S.

- P – Pull pin
- A – Aim at base of fire
- S – Squeeze trigger
- S – Make Sweeping motion

Stand back 10-12 feet from the fire before squeezing the trigger. Remember that the extinguisher is only good for a small fire about the size of a medium size trash can, and only sprays for about 12 seconds.

Other Tips:

- Use your fire extinguisher on small fires only, otherwise, leave your home and call 911 and the Security desk by dialing 1 or 717-624-2161 from a neighbor's residence, a cell phone, or a safe area.
- Never pour water on a grease fire. Turn off the stove, cover the pan with a lid, or close the oven door.
- Never leave your home with the clothes dryer running or the stove/oven on. Clean the lint screen on your dryer each time you use it.
- Check extension cords to make sure they are not frayed or worn. Never overload an electrical outlet.
- If a circuit breaker trips, call the Maintenance department at ext. 5291 or 717-624-5291 to investigate.
- Do not store any items on top of or in your stove.
- Wipe your oven exhaust hood regularly.
- Do not use your mechanical room for storage.

Fire Extinguisher Annual Inspections

CKV schedules an annual inspection for each CKV issued fire extinguisher on campus. Inspections are typically conducted in late March/early April each year. Villagers are permitted to purchase additional fire extinguishers for their homes, but are responsible for those extinguishers' upkeep.

Automatic Fire Suppression Systems

Our community has different types of fire prevention methods depending on where you live. The Healthcare, Personal Care, Brookside, Hearthside, and Harmony Ridge apartment buildings have fire suppression systems. These systems include manual pull stations, smoke detectors, heat detectors, sprinkler protection, and dry chemical suppression. In these buildings the system will automatically call for fire department response if any of the devices are activated. The Healthcare, Personal Care and Brookside buildings are staffed 24 hours a day. There are emergency response plans in place to aid team members in proper evacuation of Healthcare and Personal Care residents. Hearthside, Harmony Ridge and all of the cottage and Bridgewater home residences are considered independent living residences and are not staffed 24 hours a day. Knowledge of how to respond to a fire and how to evacuate is the responsibility of the Villager.

Fire Evacuation

Harmony Ridge apartments and Hearthside homes procedure:

If alarm system sounds, leave the building immediately. The system will automatically notify the fire company and the Security desk. Please evacuate in the way that applies to you:

Maximum Mobility - Exit the building as quickly and safely as possible, without running, via the nearest fire stairwell. Wait near a main entrance in the parking lot outside of the building until “all-clear” has been called.

Limited Mobility - Exit to the nearest fire stairwell where fire emergency personnel will assist you out of the building. The fire stairs also have a 2-hour fire rating whereas apartment walls have a 1-hour fire rating, so this also makes it a safer location. Only attempt to go down the stairs to exit the building if you feel you can do so safely. If residing on the first-floor exit through your patio or closest fire exit.

Extremely Limited or no Mobility - If you are unable to exit your apartment/home on your own, stay in place and call 911. State your name, phone number, and full address and that you are unable to evacuate from the apartment/home on your own. It is best not to go out on your balcony unless doing so for your safety from flames or smoke. First responders may take longer to reach you there.

Tips for Fire Alarms:

- Fire location announcements can be difficult to hear over the alarms, so always move away from heat or smoke. If the fire is near your location, CKV team members or emergency personnel will direct you.
- CKV has several duplicate apartment/home numbers. It is vital when speaking to any emergency responder, that you provide them your full address (e.g. 610 Harmony Drive, Apartment 102, New Oxford, PA 17350) so that first responders reach the correct location.
- If you are unsure what to do, wait for directions. However, depending on the location of the fire, directions may not come your way, and you should follow the directions above.

- If the fire is in your apartment/home use the extinguisher only if you are confident in using. If you are not confident in the use of the extinguisher, leave your apartment/home and close your apartment/home door as you leave.
- In the event that the alarm does not automatically sound, go to the nearest manual pull box (pull boxes are located at each exit door of the building) and pull the alarm. This will activate the fire alarm system, initiate fire company response, and notify others to evacuate.
- Know where proper evacuation exits are located. If the fire alarm sounds, the elevators should not be used unless instructed to do so by emergency personnel. The exit stair walls carry a 2-hour fire separation if the stair doors are kept closed. Never assume if the fire alarm is activated that it is a “false alarm”. React and leave the building.

Cottages and Bridgewater Homes Fire Procedure:

Smoke detectors are local alarms only (within your residence) and are not connected to a central system to alert the fire department. The alarms in your home will alert the Security desk via the SARA system. If your smoke detector is activated, leave your residence immediately and call 911 from a neighbor’s residence, cell phone, or safe area to report the fire to the fire company. Then dial 1 or 717-624-2161 to notify the Security desk. The Security team members will alert the appropriate team members who will respond to the fire emergency. If your residence is connected to another person’s residence, inform your neighbors to evacuate as well. Do not wait for CKV team members or fire company response to do this. Know at least two ways out of your residence. If the front door is blocked by fire or smoke, use a back door or window to get out if necessary. Keep areas in front of doors and windows clear from clutter and furniture in case you need to get out quickly. Only use your fire extinguisher if you have confidence in doing so. If you do not feel comfortable using the extinguisher, leave your residence and call 911 from your neighbor’s residence or a cell phone.

Tornados

Villagers are encouraged to purchase and use weather radios. Tornados can approach very quickly and the community may not have much advance notice. Keep yourself prepared. Tornados typically occur in the spring or fall, but can happen anytime during the year.

- Cottages and Bridgewater homes: Since your residences do not have basements, it is best for you to go into the center hallway, or in a closet or bathroom. Keep these areas uncluttered, so that they are accessible at all times. Avoid rooms with windows. Take a cell phone with you if you have one.

- Harmony Ridge apartments and Hearthside homes: Exit to the interior corridor of the building or the bathroom or closet in your apartment/flat that can provide protection. Avoid rooms with windows. Take a cell phone with you if you have one.
- Listen to your radio and monitor your local TV channels for information. Since tornados approach very quickly, the local TV stations may provide information sooner than CKV can on any of our communication methods.
- A tornado WATCH means that a tornado is possible in our area.
- A tornado WARNING means that a tornado has been sighted in our area.
- Tornado WATCHES and WARNINGS are issued by the National Weather Service and are broadcast on TV and radios.

When a tornado watch or warning is issued listen to our local radio and TV stations for further information. Be alert to changing weather conditions. Blowing debris or the sound of an approaching tornado may alert you. If you are outside, hurry to a neighbor's residence or any other nearby structure located around campus. If you cannot make it into a structure lie flat in a ditch or low-lying area. If you are in your car, stop immediately and seek shelter in the nearest safe area.

After a Tornado Passes:

- Watch out for fallen power lines and stay out of damaged areas.
- Listen to your battery-operated radio for information.
- Do not use candles at any time. There could be natural gas leaks in the area.
- If the power is still on, tune in to a local TV channel for information.

CKV will determine appropriate communication measures, based on availability, following a storm.

Disaster Response

CKV-has a detailed Emergency Operations Plan. This plan provides guidance to team members who are trained regularly on how to deal with a variety of emergencies and disasters.

The Harmony Ridge, Healthcare, Personal Care and Brookside buildings have back-up generators to provide limited electrical power during an outage. If needed, arrangements can be made for you to go to one of the buildings where a back-up generator provides power for essential equipment. In a situation of widespread or prolonged emergencies, arrangements will be made for Villagers to be relocated if necessary.

We recommend that everyone set aside a place for emergency supplies. These supplies should be accessible in the dark and each person living in your residence should know the location. For more information go to <https://www.fema.gov/>

Emergency and Disaster Notification

In the event of an emergency or disaster, information about what is occurring may be available from the following sources:

- The CKV-TBHC emergency contact phone system which broadcasts by brief telephone messages. To avoid confusion with other automated call systems, CKV-TBHC begins messages with “This is a message from Cross Keys Village.”
- TV Channel 25 – Announcements and information are displayed on channel 25. In prolonged situations, team members may provide live or prerecorded updates on CKV-TBHC’s closed circuit TV.
- Uniguest - Announcements, notifications, and instructions are on CKV-TBHC’s closed circuit media platform. For more information about Uniguest please call the Village Content Manager at ext. 5292 or 717-624-5292.
- Overhead announcements may be broadcast in the Harmony Ridge, Healthcare and Personal Care buildings.

Listen to local radio stations and monitor local TV channels and other media sources for broader community information.

Thank You!

We thank you for choosing CKV. We welcome your suggestions and concerns and encourage you to promptly share these with a team member at any time. It is our goal that you experience a warm reception and a memorable stay!

Quick Reference Guides and Supporting Documents

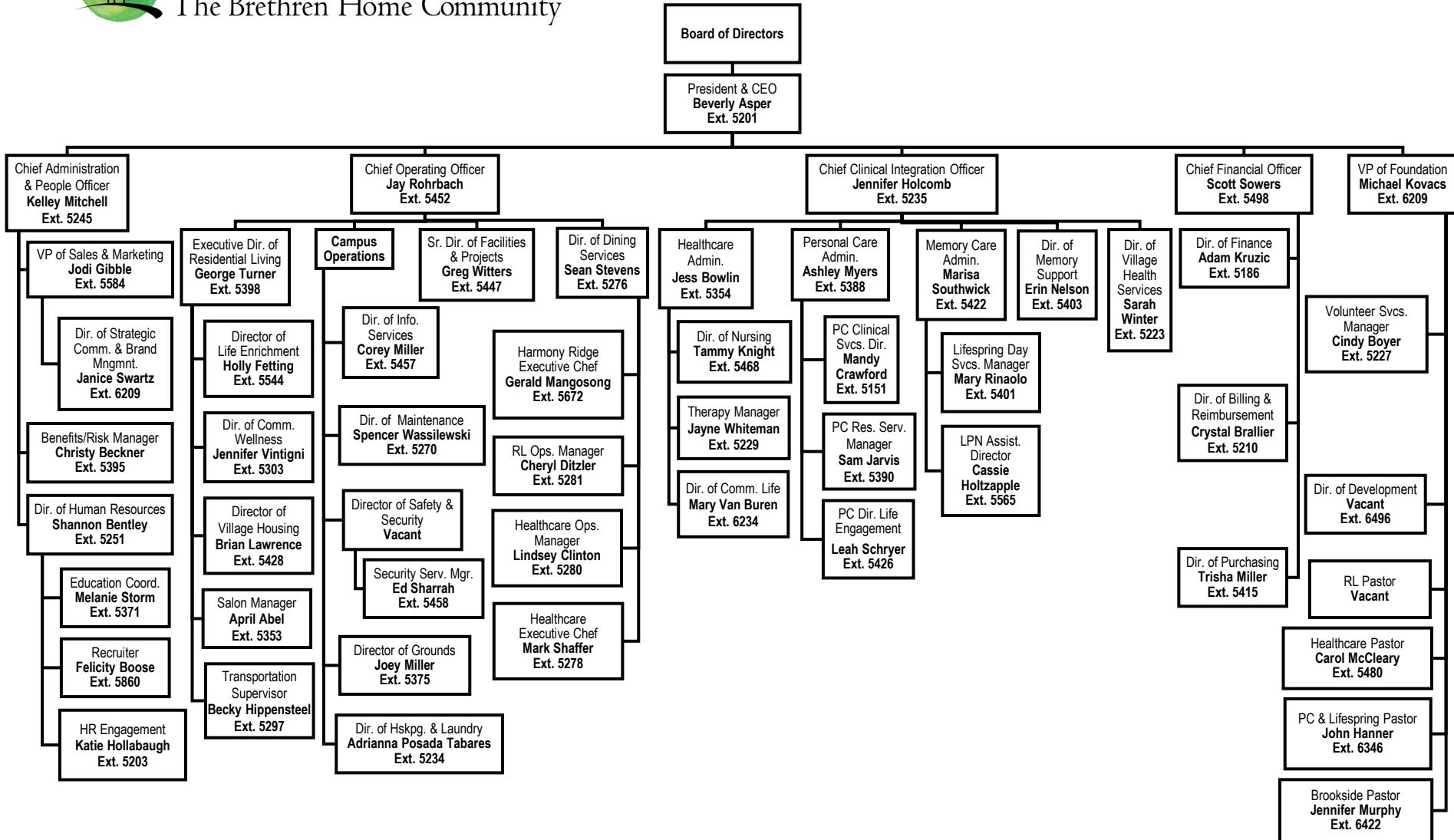
1. CKV-TBHC Corporate Organizational Chart
2. Residential Living Team Responsibilities
3. Campus Map with Village Council Neighborhoods
4. Bulletin Board Guidelines
5. Reserving Rooms and Gazebos
6. Restaurants
7. Meal Plan
8. Optional Meal Plan Election Form
9. Guest Quarters
10. Salon Services Price List
11. Wellness Amenities
12. Community Telephone Services
13. Information Services
14. Gardening and Landscape Guide
15. Trash and Recycling Collection
16. Village Health Services
17. After-Hours Health Support
18. Service Providers
19. Villager Home Security and Monitoring Guidelines
20. Auto and Golf Cart Repair Services
21. Transportation
22. Bus Trips
23. Campus Shuttle
24. Volunteer Services
25. Medicare Advantage Plans
26. Ancillary Services Rates
27. Property Tax and Rent Rebate
28. Vacate Procedures
29. Golf Carts and GEM Cars
30. Personal Mobility Devices (PMD's)
31. RV's and Trailers
32. Pet Information and Application
33. Firearm Safety
34. Grilling Safety
35. Notice of Privacy Information Practices



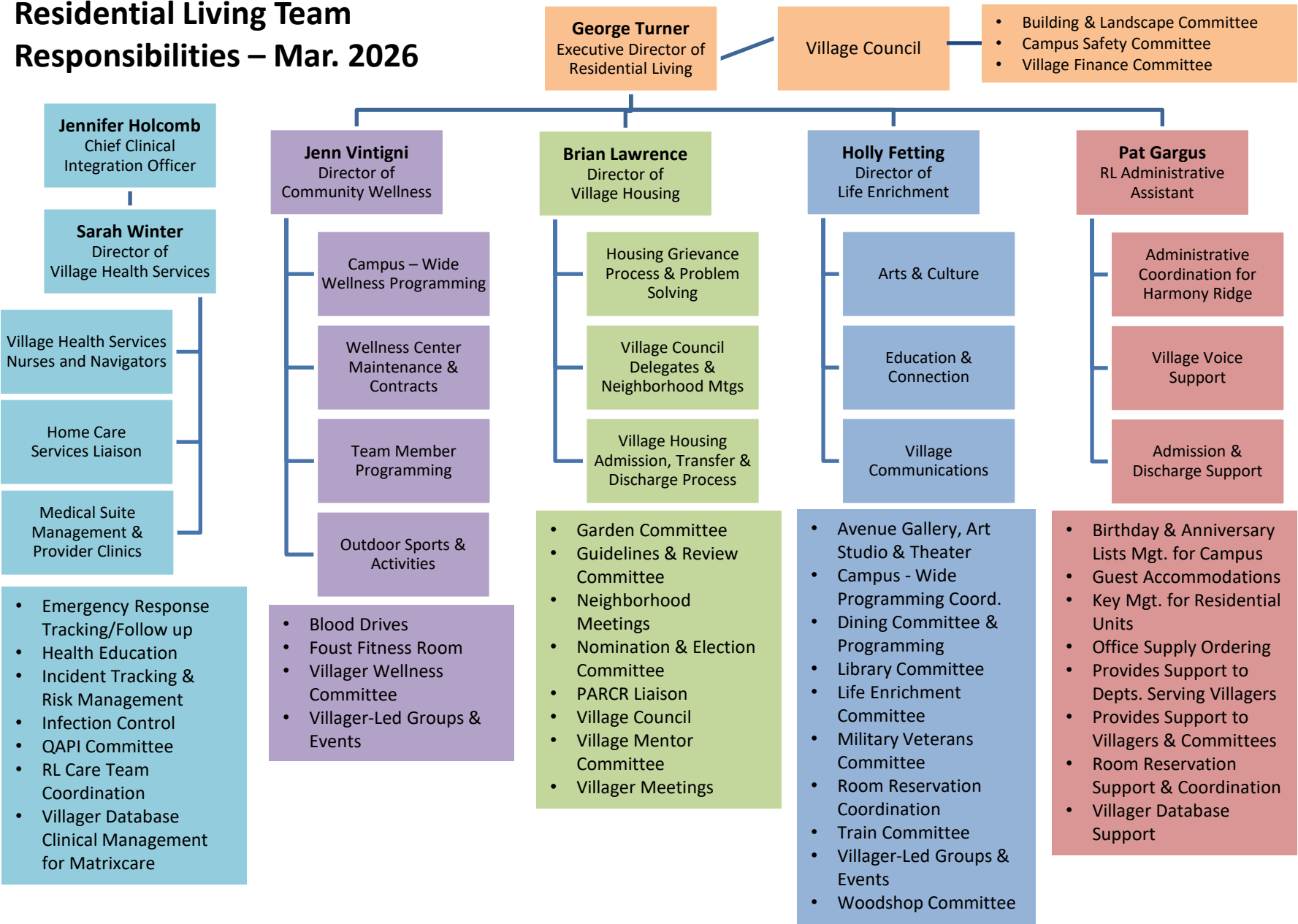
CROSS KEYS VILLAGE

The Brethren Home Community

Corporate Organizational Chart



Residential Living Team Responsibilities – Mar. 2026





CROSS KEYS VILLAGE
The Brethren Home Community

- Healthcare/Personal Care
- Lifespring
- Nicarry Meetinghouse
- Apartments
- Hearthside
- Cottages
- Bridgewater Homes
- Paths | Paved — Unpaved
- Public Parking
- Restrooms



Bridgewater Landing
52 Households

Harmony Ridge East
63 Households
Harmony Ridge West
52 Households

Hearthside
50 Households

Woodside
56 Households

Bridgewater North
62 Households

Bridgewater South
60 Households

Village Dr. ENTRANCE

Nicarry Meetinghouse

Village Health Services Entrance

Personal Care Entrance

Personal Care ENTRANCE

Heritage
63 Households

Fiegler
56 Households

Sunny Side
64 Households

Oxford
64 Households

MAIN ENTRANCE

Village Drive ENTRANCE

Entrance

Wellness Family Medicine

Children in Bloom Childcare Center

Brookside Memory Care

Aster Services

Community Garden Area

RESTRICTED ACCESS

To Gettysburg

NEW YORK RD LINCOLN HIGHWAY

To Carlisle

To York

TO HARRISBURG

TO HARRISBURG

TO HARRISBURG

TO HARRISBURG

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TO HARRISBURG

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BULLETIN BOARD LOCATIONS

- Harmony Ridge Postal Center & Elevators
- Hearthside First Floor Hallways
- Behind each Bridgewater mail kiosk

BULLETIN BOARD GUIDELINES

- Postings should not exceed 8.5 x 11 inches.
- Postings will be allowed for **four (4) weeks** prior to the event or the deadline for registration.
- Postings should be presented to the **Residential Living Reception desk** prior to posting for approval.
- If approved, the posting will be initialed and dated, then posted on the board.
- Posting materials should be related to the campus, residents, or neighborhood.
- Cartoons, newspaper articles, or political materials may not be posted.
- Personal "Thank You's" may be posted for **two (2) weeks**.
- Resident items for sale may be posted for **two (2) weeks**.

HARMONY RIDGE POSTAL CENTER

SHELVING GUIDELINES

- Items may be placed on the shelves in the appropriately marked baskets or trays.
- Puzzles are to be stored in the built-in cabinet at the four-way intersection of Harmony Ridge West apartments, Avenue of the Arts, Wellness Center, and main hallway. They should not be left on the shelves in the Harmony Ridge Postal Center.
- Donations or recycling items should not be left on the shelves.



RESERVATION GUIDELINES

- Rooms and gazebos may be reserved for up to four (4) hours at a time for functions.
- Rooms are available on a first-come, first-serve basis. Available rooms in Harmony Ridge are:
 - Presto Room
 - Ensemble Room
 - Garden Room
 - Encore Room
 - Gathering Room (not including Billiards Room)
- Outdoor spaces available for reservation are:
 - Pond Pavilion
 - North Gazebo (along Adams Avenue in front of Mission Point)
 - South Gazebo (in Oxford Commons)
 - Bridgewater North Gazebo
 - Bridgewater South Gazebo
- The picnic tables in Feigler Grove and the gazebo in front of Harmony Ridge East apartments are available on a first-come, first-serve basis and are not available for reservations.
- For any Villager functions requesting catering services, please first contact the Residential Living Dining Operations Manager at ext. 5281 or 717-624-5281.
- Villagers reserving rooms and gazebos are responsible for setting-up and cleaning of rooms and gazebos. This includes wiping down tables and chairs and collecting trash. Team members will submit a work order for housekeeping to empty trash receptacles.
- For any audio/visual needs, please contact the Director of Life Enrichment at ext. 5544 or 717-624-5544. Needs should be communicated at the time of room reservation to allow enough time for appropriate planning.
- As a reminder, alcohol is not permitted in any public space on the CKV-TBHC campus. It is only permitted inside Villagers' homes.
- With the exception of service animals, pets are not permitted in any of the rooms in Harmony Ridge. They are only permitted in the hallways and lobbies. Pets are also permitted in the outdoor gazebo areas.



Cross Keys Village offers three dining venues for the benefit of Villagers, team members, family, friends, and the public. All accept payment via Villager ID badge (with 10% discount), cash, credit card, or gift card.

Harmony Ridge Dining Leadership

Sean Stevens	Director of Dining Services	Ext. 5276
Cheryl Ditzler	RL Dining Operations Mgr	Ext. 5281
Gerald Mangosong	RL Executive Chef	Ext. 5672
Marcia Van Zwol	Harmony Ridge Dining Supervisor	Ext. 5606

HARMONY CAFÉ

Stop by the popular **Harmony Café** in Harmony Ridge for a quick bite or a cup of coffee or tea. The menu includes daily specials, hot breakfast items and baked goods, as well as a lunch menu of burgers, salads, hot and cold sandwiches, and specialties from our pizza hearth oven.

- Open **Monday through Saturday** from 8:00 am to 3:00 pm.
- Breakfast is offered from 8:00 am to 10:00 am.
- Lunch is offered from 11:00 am to 2:00 pm.
- Grab-N-Go, Coffee Bar and Beverages from 10:00 am to 11:00 am, and 2:00 pm to 3:00 pm.
- Open **Friday** for dinner from 4:30 pm to 6:30 pm for **Café All Day**.
- Reservations are strongly recommended for dine-in service for parties of 5 or more. Call ext. 5678 or 717-624-5678 for a reservation.
- To place a carry out order or to preorder your dine-in meal, please use online ordering through Uniguest; or call ext. 5678 or 717-624-5678.

TERRACE CAFÉ

The **Terrace Café** in the Healthcare Center is a quick-service restaurant featuring weekly specials available during breakfast and lunch.

- Open **Monday through Friday**.
- Breakfast is offered from 7:30 am to 10:00 am.
- Lunch is offered from 10:30 am to 2:00 pm.
- To place a carry out order or to preorder your dine-in meal, please use online ordering through Uniguest; or call ext. 6276 or 717-313-3994.

CAMPUS INN

The Campus Inn is a full-service restaurant. The menu features chicken, pasta, seafood, and other hot entrees. Check out our weekly menu for chef-inspired specials and themed events. The Campus Inn also offers carry-out and delivery services.

Sunday:	Closed
Monday:	4:30 - 6:30 pm
Tuesday:	4:30 - 6:30 pm
Wednesday:	4:30 - 6:30 pm
Thursday:	4:30 - 6:30 pm
Friday:	Closed (Café All Day)
Saturday:	Closed

To place a carry out or delivery order, please use online ordering through Uniguest; or call ext. 5656 or 717-624-5656.

RESERVATIONS

Reservations are required for any party of 5 or more patrons, as well as for all holiday events and special theme meals. Call ext. 5656 or 717-624-5656.

DELIVERY SERVICE

Delivery to your residence is available during Campus Inn meal service at 4:30 pm and 6:00 pm. There is a \$2.99 delivery fee per household.

MENU

The Campus Inn regular menu is available Monday through Thursday except when indicated on special menus.

Special diet requests are accommodated to the best of our abilities. Please notify the dining team in advance with your request. We are not gluten-free, but gluten-avoided. Look for the special symbol on our menus for those items that are gluten-avoided and vegetarian. We take every precaution to prepare food in a safe manner.

CATERING SERVICES

Catering is available for Villager events only on a limited basis. We do not cater for outside groups. Requests for catering services should be made at least 30 days in advance of the event by calling ext. 5281 or 717-624-5281.

Current menus can be viewed on [Uniguest](#).



Optional Meal Plan 2025-26

Cross Keys Village does not require Villagers to participate in a Meal Plan.

All Villagers can eat at any of three dining venues, using their Villager’s badge at the cash register, without participating in a Meal Plan. Villagers who do not participate in a Meal Plan receive an automatic 10% discount off of the menu price in our restaurants when they pay with or show their Villager’s badge. A 6% charge for PA state sales tax is applied to all meals not purchased using meal plan dollars.

Villagers may decide to participate in a monthly Meal Plan for additional savings. Meal Plans are available in dollar amounts ranging from \$25 to \$500 per month. Meal Plan amounts may not be combined with other dollar amounts to create unique plans not available on the sign up form. For example, a \$25 plan may not be combined with a \$100 plan to create a \$125 plan.

Villagers dining on a Meal Plan will not be charged the 6% PA sales tax as long as they are spending dollars prepaid on their Meal Plan. When Villagers spend more than the amount of their Meal Plan dollars in any given month, additional dining charges will be taxed at the 6% rate. This is because Meal Plan charges are considered part of the bundled Monthly Service Fee.

Consider the cost savings of dining on campus with a Meal Plan by comparing the cost of a \$20 dish:

	Off-Campus Dining	Villager w/o Meal Plan	Villager w/ Meal Plan
Meal	\$20.00	\$20.00	\$20.00
Discount	-	- \$2.00	- \$2.00
Sales Tax (6%)	+ \$1.20	+ \$1.08	-
Tip (20%)	+ \$4.00	-	-
TOTAL	\$25.20	\$19.08	\$18.00

The monthly Meal Plan is tallied per address (not per person): Couples who share a residence share their Meal Plan dollars (using either of their Villager badges).

Villagers can start on a Meal Plan or increase their monthly allotment at any time; however, a Meal Plan can only be stopped or decreased at the end of the Fiscal Year. If one Villager permanently vacates a residence, the remaining Villager may request to decrease the meal plan before the next Fiscal Year. The deadline for stopping or decreasing a Meal Plan for the next fiscal year is in late May and is published in the Village Voice.

If unused, your monthly Meal Plan dollars will rollover automatically to the following month. Rollovers will continue from July 31 until June 30, which is the end of the fiscal year. At that time, any unused dollar amounts will need to be spent or otherwise forfeited. Any forfeited dollars are not considered donations.

Gift cards are not issued for unused Meal Plan dollars. Any values placed on a Meal Plan must be spent on food or grocery purchases at one of the Harmony Ridge venues. Gift cards are available for sale at the Harmony Café and Campus Inn; however, they must be purchased with a credit card.

If a Villager is unable to use a meal plan for two consecutive months or more due to extended absences (vacation, illness, lengthy appearances on Jeopardy), a separate credit of half of the monthly amount, depending on your plan, will be issued on your billing statement. You must notify us of these circumstances and request the exception in advance. This is not automatically applied and must be requested.

If you spend Meal Plan dollars in excess of your monthly allotment, your discount will apply, but sales tax will be added to the dollars above your monthly allotment:

Example: If you use \$127 on a \$100 Meal Plan, you will receive a 10% discount off of the entire \$127; however, sales tax will be applied to \$27.

The Meal Plan Election Form, which is used to start or modify your Meal Plan, is available at the Residential Living reception desk.

Your commitment will be cancelled when you vacate your residence.



Name(s) of Villager(s): _____

Address: _____

Effective Date: **July 1, 2025**

The meal plan allowance elected will be included in the Monthly Fee that is billed on the billing statement. Any expenditure in the month above the allowance will be billed separately on the billing statement and 6% PA sales tax added to that amount.

Meal Plan allowances will continue to be included in the Monthly Fee until the Villager has permanently vacated his or her residence, or until the election is waived at the next July 1 open enrollment date. If one Villager permanently vacates a residence and the remaining Villager wishes to decrease the meal plan, the remaining Villager will need to inform the Accounting Department by calling and/or completing a new form. New forms are available at the Residential Living reception desk.

Optional Meal Plan Elected (per home):

Includes 10% Villager discount and no 6% PA sales tax charged.

- | | |
|---|--------------------------------|
| <input type="checkbox"/> \$25 | <input type="checkbox"/> \$50 |
| <input type="checkbox"/> \$75 | <input type="checkbox"/> \$100 |
| <input type="checkbox"/> \$150 | <input type="checkbox"/> \$200 |
| <input type="checkbox"/> \$250 | <input type="checkbox"/> \$300 |
| <input type="checkbox"/> \$350 | <input type="checkbox"/> \$400 |
| <input type="checkbox"/> \$450 | <input type="checkbox"/> \$500 |
| <input type="checkbox"/> I/We no longer wish to continue a Meal Plan, please discontinue. | |

Villager's Signature: _____ Date: _____

Villager's Signature: _____ Date: _____

Completed forms can be dropped off at the Residential Living reception desk.



Cross Keys Village offers accommodations to overnight visitors. Reservations are required and can be made by calling the Residential Living desk at ext. 5411 or 717-624-5411. Villagers pay for their guests' stay through a charge on their monthly statement.

GUEST APARTMENTS

The Residential Living team will provide a key and badge. The guest apartments (#252 and #254) are located on the second floor of the Harmony Ridge West building. The closest entrance is across from the Welcome Center on Harmony Drive, near the Wellness Center. Please park your car in any spot that is not numbered. After 8:00 pm, you will need to use the badge to enter the apartment building and to ride the elevator. There are badge readers near the entrances and in the elevator.

GUEST COTTAGE

The Residential Living reception team will provide you with a key. The cottage is located at 26 York Drive. Please park in the designated numbered spot.

GENERAL INFORMATION

Check-in time is 3:00 pm. Check-out time is 11:00 am.

There is no daily housekeeping provided in the guest quarters. Linens and towels are provided.

The Pool and Cardio Strength Room are for Villager use only.

For after-hours assistance, please contact the Security Desk by dialing 1 from the room phone or 717-624-2161.

At the end of your stay, please return key and badge to the Residential Living desk.

Smoking and pets are not permitted in any of the guest accommodations.





SHEAR HARMONY

SALON AND DAY SPA

717-624-5550



SILVER SHEARS

AT CROSS KEYS VILLAGE

717-624-5353

Hair

Shampoo	\$9
Shampoo & Style	\$23
Dry & Style	\$17
Recomb	\$10
Wig Shampoo & Style	\$20
Deep Conditioner	\$10
Haircut	\$19.50
Perm & Style	\$49
Neckline Trim	\$8
Cut Back & Sides	\$16
Moustache Trim	\$5
Beard Trim	\$10

Wax

Eyebrow Wax	\$8.50
Eyebrow Arch	\$5.00
Lip Wax	\$8.50
Chin Wax	\$8.50

BILLING FOR SERVICES WILL SHOW ON YOUR NEXT MONTHLY STATEMENT

* denotes services only available at Shear Harmony Salon & Day Spa

Updated January 2026

Color

Color & Style	\$47
Color Rinse	\$4
Highlight & Style:	
Cap Application	\$68
1 to 5 Foils	\$35
6 to 11 Foils	\$51
12 to 17 Foils	\$67
18 to 25 Foils	\$75
Additional over 25	\$3 each
(price will increase with longer hair)	

Nails

Manicure	\$27
Manicure (no polish)	\$16
Gel Manicure*	\$39
Gel Removal*	\$20
Manicure Dip Polish*	\$36
w/ Polish Removal*	\$40
Fingernail Clip & File	\$12
Pedicure (no polish)*	\$28
Pedicure*	\$40
Mini Pedicure (w/polish)*	\$25
Toenail Clip & File*	\$18
Toe Polish Removal*	\$10



CROSS KEYS VILLAGE

The Brethren Home Community

CARDIO & STRENGTH ROOM

You must use your badge to enter this room. The Cardio and Strength Room are exclusively for the use of Villagers and team members. You should not let other individuals into this room with your badge. Please complete orientation papers and schedule your orientation with our team members in the Wellness Office.

- Please use cleaning wipes provided in the room to wipe down equipment when you finish using it.
- Please limit the use of any piece of cardio equipment to 30 minutes if others are waiting to use it.
- Courtesy, proper etiquette, language, and consideration of other members is expected. Failure to treat others as you would have them treat you is cause for suspension and/or termination of membership.
- Clothing should be appropriate for your activities. Comfortable, loose-fitting clothes and sneakers are recommended for the Cardio and Strength Room. Sandals, flip-flops, or any other open-toed shoes are prohibited from being worn in this area. Jewelry is strongly discouraged.
- The Wellness team reserves the right to prohibit a member from using any equipment that might carry a higher risk of injury to that person.
- No equipment may be used for any purpose other than that intended by the manufacturer. Broken or malfunctioning equipment may not be used. Please report any equipment problems to a Wellness team member.
- Emergency pendants are available in the Cardio and Strength room for your safety. Please wear a pendant while exercising alone and press button if you need assistance.
- A phone is located on the orange wall. In the event of an emergency, dial 1 for the Security desk. Dial 911 for a medical emergency.
- Programming selections on televisions should be amenable to all users of the Cardio and Strength room. Divisive programming should be avoided. TVs remain muted. See TV policy on Uniguest.

WELLNESS STUDIO USE

The Wellness Studio is utilized for a variety of classes and activities. Please dress and act appropriately for the activity in which you are participating, and follow any instructions or guidelines provided by your class instructor.

Our weekly classes range from low to high impact—there's something for everyone! The current Wellness class schedule is available in the Wellness lobby, on Uniguest, and on Channel 25.

Guests may use the Wellness Studio when accompanied by a Villager, provided there are no scheduled classes, programs, or other Villager group activities taking place at that time.

Equipment should be put away and the room returned to the way you found it when you entered. Broken or missing items should be reported to the Wellness team as soon as possible.

An Emergency pull station is located under the dry erase board in case of an emergency.

A phone is located outside of the Wellness studio in the hallway. In the event of an emergency, dial 1 for the Security desk. Dial 911 for a medical emergency.

Emergency pendants are also available for use near the phone.

AQUATIC CENTER

The Aquatic Center is exclusively for the use of Villagers and team members. If you require one-on-one assistance, please contact a member of the Wellness team to discuss.

You must use your badge to enter the Aquatic Center. You should not allow other individuals in with your badge. Please direct anyone seeking entry to the Aquatic Center to the Wellness team.

Please complete orientation papers and schedule an orientation with our Wellness team.

Emergency pendants are available in the Aquatic Center near the entrance from the locker room. Please wear a pendant while using either of the pools if you need assistance. Pull stations are available near the stairway entrances to the lap pool and spa.

A phone is located on the pool deck near the changing room door. In the event of an emergency, dial 1 for the Security desk. Dial 911 for a medical emergency.

- Please shower (in the locker room or on the pool deck) before entering the lap pool or therapeutic spa to rinse off soap, lotion, sunscreen and body oil.
- Please use ladders or steps to enter the pools. There is no diving anywhere on the Aquatic Center deck.
- No food or drink (other than bottled water) is allowed in the Aquatic Center. No gum or glass containers are permitted.
- For the safety of all users, we do not allow the following in the Aquatic Center: running, diving, hard-heeled shoes, pushing, excessive splashing or rough play.
- Please do not use the lap pool or therapeutic spa if you have open sores, a contagious disease or any condition that might harm others. Consult a Wellness team member prior to entering the pool if you are unsure.
- Swim briefs are required for urinary incontinence (please do not use the lap pool or therapeutic spa if you have a urinary tract infection). Consult a Wellness team member for catheter and ostomy issues. Please remove any band-aids, corn pads, or other similar items as these may clog pool drains.
- Bathing suits are required in the Aquatic Center, and pool shoes are strongly recommended (much of the floor in the pool and on the deck is coated with an abrasive finish for traction).
- The therapeutic spa is not recommended for those with heart disease, diabetes, high or low blood pressure, circulatory conditions, skin infections, dizziness/lightheadedness or women who may be pregnant. The maximum suggested length of time in the therapeutic spa is 15 minutes.
- Lifts to enter the lap pool and therapeutic spa are designed to be self-operated. Please see a member of the Wellness team to learn how to use the lifts or with any questions. If you need assistance getting in and out of the pool or using the lifts you should make prior arrangements with the Wellness team before arriving at the pool.
- **In the event of an electrical storm (thunder or lightning), fire, or any other emergency, please evacuate the pool immediately.**
 - **If thunder is present, the Aquatic Center may not be re-occupied until 30 minutes after the last sound of thunder.**
 - **If lightning is present, the Aquatic Center may not be reoccupied until 1 hour after the last observed lightning strike.**
- Equipment should be put away and the room returned to the way you found it when you entered. Broken or missing items should be reported to the Wellness team as soon as possible.

Buddy System is Strongly Recommended

- Never swim alone. It is strongly recommended that at least two people are present when using the lap pool or therapeutic spa.
- Stay within sight and voice contact of your buddy at all times.
- A buddy may be a Villager or team member capable of assisting or calling for help and already oriented to using the Aquatic Center. Your buddy should be someone who knows they are watching you and you are watching them.
- Ensure your buddy is present before entering the lap pool or therapeutic spa and stays nearby. If your buddy leaves the Aquatic Center area, it is recommended that you exit the water immediately.
- The buddy system is a safety measure for lap pool and therapeutic spa use. In the event of an emergency, your role as a buddy is to contact help through use of the available pendant, pull cord or phone on the Aquatic Center deck and wait for help to arrive. Dial 911 for a medical emergency.
- If you are actively participating in a Wellness Aquatics class or event, you can count the instructor as your buddy and they will be watching out for your safety. However, if you are not an active participant in the Aquatics class or event you should have a buddy and should not count on the instructor. They are not able to see all parts of the lap pool and therapeutic spa at the same time.
- Wellness team members are not trained lifeguards or actively lifeguarding the lap pool or therapeutic spa at any time. The lap pool and therapeutic spa are considered swim at your own risk facilities.
- Wellness team members are available either in the Aquatic Center office or while teaching classes in the pool to provide assistance during the following hours:
 - Monday – Friday: 7:00 am – 12:00 pm
 - Saturday: 7:00 am – 9:00 am
- Wellness team members are not scheduled to be in the office the following hours: (During these hours it is strongly recommended to adhere to a buddy system in the event of an emergency. Should you require assistance getting in or out of the lap pool or therapeutic spa during this time, please make prior arrangements with the Wellness team.)
 - Monday – Friday: 12:00 pm – 7:00 pm
 - Saturday: 9:00 am – 12:00 pm

CHANGING ROOMS & SAFETY GUIDELINES

- Please avoid bringing valuables to the Wellness Center. CKV-TBHC is **not responsible** for lost or damaged personal items.
- Lockers are for **day use only**. You may use a padlock, but please remove all belongings and locks before leaving for the day.
- All showers are **wheelchair accessible** and include chairs and privacy curtains.
- **Towels are provided** for Villagers' and team members' use — please return used towels to the designated bin. A **swimsuit water extractor** is available for convenience.
- **Emergency pull stations** are in all changing rooms. Pull the cord if you need assistance.



911 INFORMATION

- You may dial 9-1-1 to reach Adams County Control if you have an emergency. They will need to know the nature of your call. Stay on the telephone and do not hang up. The 911 operator will provide you with instructions.
- If you are calling from the landline provided through CKV-TBHC, your call will send an alert to our Security Desk. They can then alert Security or Village Health nursing of your call and send someone to help or to stay with you while you wait. Calls made from cell phones cannot be monitored. CKV-TBHC recommends that all cell phone users program 717-624-2161 into their contacts list for emergency use.
- If you call 911 by mistake, **DO NOT HANG UP**. You should tell them you do not have an emergency. If you hang up, they will try repeatedly to call you back. State law dictates that emergency services will respond to 911 hang-ups. By staying on the line and explaining the call was in error, they can clear the call. After hanging up with the dispatcher, you should notify Healthcare Reception of this error also so we don't send someone to your home. You can do this by dialing "1" or 717-624-2161.

GENERAL USAGE

- Your main point of contact during the week would be the Residential Living office at ext. 5411 or 717-624-5411 if dialing from your cell phone. The Security Desk is available 24-hours and can be called after hours when there is a need. To reach the Security Desk, simply dial "1" or 717-624-2161.
- To call places, team members, and Villagers on campus that use the community telephone system, simply dial the last 4-digits of their phone number.

HARMONY RIDGE & HEARTH SIDE

The Harmony Ridge East and West main entrances and the main entrance to each of the Hearths side buildings are equipped with a call box designed to allow Villagers living in these buildings to unlock the main entry doors from the comfort of their homes. Visitors may use the directory to dial the apartment or flat they are visiting, which will place a call to the Villager's landline phone number. Visitors may speak directly to the Villagers in the apartment or flat through this system. The Villagers living in the apartment or flat may also unlock the visitor entrance by pressing "6" on their phone to allow visitors to enter. Anyone with concerns about allowing a visitor to enter may hang up and dial the Security Desk by dialing "1" from their landline phone, or 717-624-2161 from their cell phone. Security will respond to assist.

PHONE SERVICE OUTAGE

A phone service outage can occur at any time and without notice. In the event of a phone service outage, determine if it is just your phone that does not have service or if it affects others. Check with your neighbor to see if they have phone service. If the outage occurs in only your residence, go to a neighbor's home or use your cell phone and call Maintenance at ext. 5291 or 717-624-5291, or the Security Desk at "1" or 717-624-2161. If the outage affects the entire Village, every effort will be made to restore service as soon as possible. Information will be broadcast on Channel 25 and Uniguest when possible. If you have a cell phone, use it during the outage for any emergency calls to 911. Battery backup for CKV-TBHC phone lines are limited during power outages, so try not to use your landline unless necessary in order to preserve power.

POWER FAILURES

To prepare for a possible power outage, you should make sure that you have a cell phone or a phone with a cord that you could plug into a phone jack. Cordless phones will not function if you lose power. Keep a working flashlight or battery-operated lantern on hand.



TELEPHONE SERVICE

Villagers are encouraged to subscribe to our **land line telephone** service when they move into a cottage, an apartment, Hearthside, or a Bridgewater home. The land line allows Villagers to:

- Alert Reception Services when you make a 911 call.
- Have their calling location determined by the County's Emergency Services when they make a 911 call.
- Use the handy 4-digit extension system when making internal calls to other Villagers and to Cross Keys Village offices.
- Remotely open the visitor entrance (apartments and Hearthside)

Villagers can bring their own telephone (basic service). Monthly phone charges appear on Villagers' monthly statements.

Villagers may use **cell phones** in addition to the Cross Keys Village telephone service. Cell phones are not maintained by Cross Keys Village.

CABLE TV SERVICE

Villagers receive a generous package of 100+ television channels included in their monthly service fee. Our Maintenance department helps new Villagers connect their television sets to our system. Individual satellite dishes are not permitted.

Upgrades such as Digital Video Recording (purchased from TiVo.com), interactive TV guides, and premium channels are available for an additional charge.

Important: Before purchasing a new TV or other equipment, please contact us at 717-624-7200 to ensure compatibility with our requirements.

Updated channel listings and detailed pricing sheets for all services are available from Information Services at 717-624-7200.

For future Villagers, the Welcome Center (717-624-5350) is the main point of contact for telephone, TV, and internet service questions prior to your move to Cross Keys Village. After move-in, contact Information Services at ext. 7200 or 717-624-7200 for these questions.

INTERNET SERVICE

Internet service is available in three different speeds to suit your computer usage and budget. Internet charges appear on Villagers' monthly statements.

Campus Wi-Fi is available in all residences. Wi-Fi equipment is supplied by Cross Keys Village. Villagers may not use their own Wi-Fi router as it is incompatible with campus Wi-Fi equipment. Information Services will assist new Villagers with internet and Wi-Fi connections.

Guest Wi-Fi is available in most locations on campus. Villagers may use the guest Wi-Fi, however the connection is a slower connection speed, offered without any technical support, and is not as secure as the other available service tiers.

SARA

A Situational Awareness and Response Assistant or "Call System" is offered to Villagers. SARA charges appear on Villagers' monthly statements. Villagers are allowed to use another system, on a private basis.

The SARA can be activated for help throughout the campus (residences, common areas, and grounds) by pushing a button on a pendant. A separate passive check-in system can also be used, alerting our team if no motion is detected in your residence. Information Services will assist new Villagers with installation and training.

[See Current Fee Schedule Attached.](#)

2025 - 2026 Charges effective July 2025			
Service	Service Level	Monthly	One-time Fees
Telephone	Basic service includes local and long distance calling in the USA with caller ID.	\$24.42*	\$45.00*
	Phone Lease (basic)	\$1.28	
	Phone Purchase (basic)		\$32.10
	Phone Cable-25'		\$9.00
	Phone Line Move		\$21.40
Cable TV	Basic	Included	\$83.99
	DVR	Please contact Information Services for details.	
Internet	Tier 1: 15 mbps	\$28.22	\$80.25
	Tier 2: 25 mbps	\$34.35	
	Tier 3: 50 mbps	\$49.07	
	Guest Wi-Fi	Complimentary (no tech support)	
SARA	Standard	\$29.21*	Pendant: \$24.04 Auto Motion: \$24.04
	Pendant Replacement		\$277.12
Tech Support	Repair Charge		\$70.00/hour billed in 15 min. increments



* includes sales tax

Turf Care

Lawn areas within 25 feet of residences and occupied buildings will be mowed regularly, except for locations encompassing wetlands or where conditions limit mowing. Turf will be mowed to a height of no less than 3 inches. Beyond these areas, and where specified, green areas will be maintained as meadows.

Line Trimming

Line trimming along sidewalks, driveways, patios, tree rings, mulch beds, etc. is performed on a three-week rotation. During week 1, hardscapes are trimmed. This would include sidewalks, driveways, patios, etc. During week 2, mulch beds and tree rings are trimmed. During week 3, they will line trim the areas that the mowers cannot reach. Grass clippings are blown from hard surfaces every week.

Fertilization and Weed Control

Turf is fertilized annually to provide proper nutrition and maintain plant health. Pre-emergent and post-emergent weed control is applied during the growing season to maintain a weed free turf stand. Meadow areas are mowed to minimize woody plant growth and wetlands are left in their natural state. Weed control in beds where Villagers have planted annuals, perennials, or vegetables becomes the Villager's responsibility and must be done manually, without chemicals. If weeds are not controlled in these areas, the Grounds Team will perform the work at the Villager's expense.

Turf Insect and Disease Control

Grub control is applied when appropriate to turf areas where there is a high risk of grub damage. Surface feeding insects will be treated when infestations occur. Turf diseases will be treated when possible as outbreaks occur. In rare cases, some turf diseases must be allowed to run their course. This can occur during extreme climate conditions (i.e. droughts, very cool, wet seasons, etc.). Villagers must not apply additional applications of pesticides and fertilizers in CKV-TBHC maintained areas. This could cause damage and/or be harmful to the environment. Pesticides must be applied only by licensed applicators on staff at CKV-TBHC. Please notify the Grounds Department if you suspect a turf issue in your area so that we can meet with you and discuss. Call ext. 5375 or 717-624-5375.

Walkways

All walkways on campus are considered public and will be maintained to facilitate safe use. Please report any unsafe conditions to the Grounds Department at ext. 5375 or 717-624-5375.

Plant Material

Villagers may add non-invasive perennials and annuals to their planting beds. Tending of these plants (weeding, dead heading, watering, dividing, etc.) becomes the sole responsibility of the Villager. The Grounds Department can provide guidance on plants that are suitable for our growing conditions and are compatible with pre-emergent weed controls applied each spring. Call ext. 5375 or 717-624-5375. For plant material removal, please refer to the Trash & Recycling Quick Reference Guide.

Planting Bed Size

Villagers may expand the foundation beds behind their cottages and Bridgewater homes, with approval from the Grounds Department. Expansions may incur a charge for additional mulch, labor, etc. No front or side-yard expansions will be permitted, and rear-yard extensions will be limited to a maximum of 100 square feet.

Vegetables

A limited amount of vegetables may be planted in the back and side foundation beds around residences with the understanding that the Villager becomes responsible for their upkeep. Vegetables may not be planted in front beds.

Gardening

For Villagers interested in growing larger amounts of vegetables, garden plots are available behind the Meadow Lane East building. If interested, please reach out to a Garden Committee Officer. A current listing of Garden Committee Officers can be found at the Residential Living Desk.

Mulch

Hardwood mulch will be applied as needed, to a depth of no more than 3 inches once every two years. Notices are sent to Villagers prior to mulching around their residences. Please make sure windows and doors are completely closed during mulching to prevent dust from entering residences and to expedite clean up.

Edging

Planting beds will be edged when needed as determined by the Grounds Department. Excess soil and mulch will be removed as needed. The Grounds Department must approve the addition of edging materials (stones, concrete, wood, railroad ties, plastic, metal, etc.), and a service fee may be charged to cover additional maintenance costs resulting from the addition of such materials.

Pruning

Plants are pruned to promote healthy growth and vigor. Pruning to maintain the shape or size of a plant will be done as needed, weather permitting and according to staff workload. Removal of damaged/diseased plants will be done as quickly as possible.

Irrigation

Villagers may water plants (soaker hoses are acceptable), but installed irrigation systems are not permitted. Drought conditions may require limits on watering. Villagers should not water established turf unless authorized by the Grounds Department.

Lawn Ornaments

Lawn ornaments should be limited and must be placed in a mulch bed. CKV-TBHC reserves the right to remove any excessive or inappropriately placed lawn ornaments from around the residences.

Trees

All trees on campus are considered property of CKV-TBHC. The Grounds Department maintains trees in a way that promotes healthy growth. Please notify the Grounds Department at ext. 5375 or 717-624-5375 of any conditions that might pose safety hazards.

Tree Donations

CKV-TBHC provides the opportunity for donated trees to be planted in selected areas. Contact the Foundation Office at ext. 5208 or 717-624-5208 for more information about donating trees.

Tree Planting

Please do not plant trees and shrubs. Cross Keys Village strives for "Right Plant/Right Spot." Not every plant is suitable for the location chosen. Tree roots growing into utilities or shrubs that are too large for a location or are disease and insect prone can create significant maintenance issues and become costly for the community to maintain. Therefore, Villagers may not plant trees or shrubs without prior approval. CKV-TBHC reserves the right to remove any plantings that may not have been approved, or create maintenance and/or safety issues, at the Villager's expense. Please contact the Grounds Department at ext. 5375 or 717-624-5375 if you are interested in planting shrubs or trees around your residence.

Leaf Removal

Once deciduous trees start losing their leaves in the fall season, grounds will begin to perform leaf removal using a combination of backpack blowers, handheld vacs, and vacuums/baggers on our mowers. We try to blow all leaves out of mulched areas and around shrubbery, so that our mowers will be able to pick these leaves up. If an overabundance of leaves accumulates on your porch area, please call the Grounds Department at ext. 5375 or 717-624-5375 so they can address the issue; otherwise, we will be back to clean up the leaves in our normal campus rotation. Some deciduous trees, such as pin oaks, hold on to some of their leaves until early spring. These leaves will be picked up or mulched up by the mowers at that time.

Bird Houses

Villagers interested in bird houses, bird feeders, suet blocks, and bags should reach out to the Grounds department for guidance on placement and maintenance. Poor placement of these items could result in wildlife damage to homes or other CKV resources. Houses and feeders should be attached to a shepherd's crook when in mulch beds and should not impede on grounds trimming or other maintenance. Houses and feeders hung from trees, check the hanger periodically, especially in the spring to make sure the tree does not grow around the hanger. Food placed on the ground to attract ground feeders is prohibited because it attracts unwanted wildlife.

Feeding Wildlife: Rodents, Ducks, Cats, etc.

Feeding wildlife such as squirrels, chipmunks, and ducks is prohibited. The same food also attracts raccoons, groundhogs, skunks, and foxes. These animals have plenty of natural food sources. Feeding them encourages close contact with humans and creates nuisance situations that can potentially turn dangerous.

Feeding cats is also prohibited. Stray and feral cats migrate from surrounding properties. Placing food outside encourages these cats to stay in the community, creating a nuisance. Cats needing removal due to Villager feeding them may be done at the Villager's expense.

Please notify the Grounds Department at ext. 5375 or 717-624-5375 if you notice any strange wildlife activity or digging around the property.

Snow Removal

While each snow and ice event is unique, we make every effort to remove snow and control ice as quick as possible. In order for us to accomplish this safely and effectively, please follow all parking policies and remove all obstructions from walkways and porches prior to the winter season. Please be mindful of the placement of extension cords/Christmas lights, welcome mats, and anything else on your porch that could be ingested by snow blowers. If hit, these items cause damage to property and equipment. Villagers are responsible for damage to any items left on porches, walkways, etc.

Application of ice melting materials will be done in such a way as to provide the safest conditions possible using as little material as necessary. This is both to help preserve the environment and resources of this material. Villagers are urged not to remove this material from paved surfaces until all possibility of the adverse conditions have passed. Specific concerns should be addressed to the Grounds Department at ext. 5375 or 717-624-5375. If you have any questions or need assistance during a snow event, please contact the 24-hour Security Desk by dialing "1" or 717-624-2161 from an off-campus phone. Thank you for your understanding and please feel free to contact us with any questions, requests, or concerns.



ALL VILLAGERS

- Please do not overload trash bags. Heavy bags can easily tear and cause safety hazards for team members and volunteers. Please try to keep bag weight to no more than 15 pounds. A bulk trash or recycling pickup request may be made by call the Grounds Department at ext. 5375 or 717-624-5375.
- Cat litter, pet pads, briefs, etc. must be double-bagged or in a heavy-duty bag, being considerate of the weight of bags and our team members/ volunteers who must load these bags onto the trash truck. Thirteen-gallon trash bags should not weigh more than 10-15 lbs. If you are putting things in grocery bags, the grocery bags should then be put in a regular trash bag; especially if it has any weight to it. Dragging bags across your driveway or sidewalk to get them out along the curb creates tears and potentially additional cleanup and delays. All bags should be tied very securely (double-knot it if you can).
- **Holidays & Weather Delays** - Any changes to the pick-up schedule, including changes due to weather, will be provided on Channel 25 and Uniguest.

COTTAGES, COUNTRY HOMES, & GARDEN HOMES

- Trash is picked up on Mondays and Thursdays (except on holidays). Please place trash in a tied plastic bag at the end of your sidewalk/driveway by 8:00 am on pickup days. Please help us avoid attracting unwanted animals by not placing trash outside the night before pickup. Outside trash cans are not permitted.
- **Recyclables** are collected in the Village with the trash on Mondays only. A list of acceptable items can be found on the back of this guide. Recyclable items should be rinsed and free of debris. Villagers can use the recycling bin provided in their home to place recyclable items in. Please contact the Grounds Department at ext. 5375 or 717-624-5375 if you need a recycling bin.
- **Garden debris, leaves, and tree or shrub branches** are collected with the trash on Thursdays. Please place loose items in a bucket or container and bundle tree and shrub branches to make them easier to pick up.

HARMONY RIDGE APARTMENTS & HEARTHSIDE FLATS

- **Trash:** Villagers should dispose of their trash by first putting it in a plastic bag and tying it securely before placing it into the trash chute or bins provided in the trash room or garage area. For the safety of our housekeeping team members, please be mindful of glass disposal. Please call the Housekeeping Department at ext. 5564 or 717-624-5564 if you identify broken glass in the trash and recycling areas.
- **Recyclables:** Separate recycling bins are available. A list of acceptable items can be found on the back of this guide. Recyclable items should be rinsed and free of debris. Please bag recyclable items and place the bags in the appropriately marked bins.

SPECIAL ITEMS

- medical waste and equipment, call ext. 5387 or 717-624-5387
- electronics - electrical cords, call ext. 5375 or 717-624-5375
- chemicals - flammable liquids - cleaners, call ext. 5375 or 717-624-5375
- light bulbs - household batteries, accepted in the Harmony Ridge Community Center



NOT ACCEPTED FOR RECYCLING

- trash - garbage - clothing - rags
- aluminum foil, pans, and plates
- styrofoam containers - packing "peanuts"
- plastic bags - bubble wrap
- wood items
- propane tanks - paint cans - concrete
- garden hoses
- greasy pizza boxes



PAPER

- newspaper – magazines – catalogs
- office paper – junk mail
- phone books
- empty and dry milk and juice cartons
- flattened cardboard – paper bags
- flattened paper board (cereal and food boxes, with inner liners removed)
- shredded paper should be bagged in a tied plastic bag and placed with trash



PLASTIC

- empty and dry plastic jugs and bottles
- lids should be left ON bottles and jars
- empty and dry household containers



METAL

- empty and dry aluminum cans
- empty and dry tin and steel cans



GLASS

- clear and colored bottles and jars (must be empty and dry with lids removed. Lids can be recycled).



Please call the Grounds Department at ext. 5375 or 717-624-5375
with questions or concerns about recycling.

We gather under the label Village Health Services a variety of services designed to make the life of our Villagers easier, more comfortable and safer. Our goal is to help our Villagers age in the preferred place longer without leaving their residence. The Village Health Services team provides some of these services directly and helps coordinate many other services with dependable local providers. We are placing an emphasis on bringing providers onto campus for the convenience of our Villagers and to reduce the need for off campus transportation. Services to Villagers may be affected by state and federal regulations, as well as our own policies, but they are based primarily on resident choice.

VILLAGE HEALTH NURSES

Located in the Healthcare Building, the Village Health Services Nurses are available Monday through Friday from 7:00 am to 4:30 pm.

For life threatening/emergent situations, dial 911. For Villagers on the Community Telephone Service (CTS), Security Services will be automatically notified of your 911 emergency call. For Villagers not on the CTS system, please dial 717-624-2161 after you make a 911 call and our team members will respond.

For non-emergency situations, to update a nurse about a situation, or to make an appointment, call ext. 5387 from a campus phone or 717-624-5387.

For additional information, refer to the After-Hours Health Support Quick Reference Guide.

VILLAGE HEALTH NAVIGATORS

Both of the Navigators are Social Workers, trained and knowledgeable about various supportive services that are available to our Villagers. Those services may be CKV-TBHC-based, or provided by outside agencies or organizations. The goal of the Village Health Navigators is to provide support and guidance to Villagers who may be experiencing some challenges when it comes to “aging in place” in their residential home. Once needs are identified, we help with obtaining resources on campus and in the wider community. The team also helps coordinate when Villagers need to transition to Personal Care, Brookside, or Healthcare.

VILLAGE HEALTH SERVICES OFFERINGS

- First response and non-emergency visits
- Routine visits
- First aid
- Basic health-related assessments
- Medication assistance
- Non-Medicare skilled treatments as directed by physician
- Laboratory scheduling assistance
- Assistance with referrals for outside agencies
- Free blood pressure screening on Tuesdays from 12:30 to 1:30 pm in the Presto Room of Harmony Ridge
- Sharps containers at no charge for syringes and/or lancets
- Durable medical equipment based on availability (walkers, canes, bedside commodes, shower chairs, etc.)
- Coordination of care and services

Some Village Health Services offerings are included in your monthly service fee while others are based on a fee-for-service schedule.

Offerings that are included:

- Initial admission visit with new Villagers
- Emergency response visits for falls, cold symptoms, general malaise, vertigo, chest pains, respiratory distress, etc.
- Initial visits for treatments
- Follow-up phone calls to check on Villagers during or after illness, injury, hospitalization, etc.
- Initial visit after hospitalization or short-term rehab stay to ensure that you safely return to your residence and that any needs or services are identified and addressed.

Billable Offerings (billed separately - see Ancillary Service Rates):

- Additional visits for health and disease management including symptom management & follow-up for illness, injury, care coordination, etc.
- Routine vital sign monitoring not including Tuesday blood pressure clinic
- Routine blood glucose monitoring (BGM)
- Non-skilled treatments including wound care, dressing changes, injections, medication administration, and eyedrops topical medication application, etc.
- Filling medication planners

- Regularly scheduled intensive visits for care coordination including making appointments, contacts with family, and/or other professionals
- Frequent non-emergency quick response calls
- Other services as prearranged

AGING-IN-PLACE RESOURCES

Additional Village Health Services that may support you during times of need include, but are not limited to:

In-Residence Dining Options

Meals from CKV-TBHC restaurants provided during a brief recuperation period from a medical event. Call ext. 5387 or 717-624-5387 for more information.

Personal Emergency Response System (SARA)

Emergency Response Pendant with check-in feature available on campus for those Villagers who may experience frequent falls, are living alone, or just wish for the added security. Please call Information Services at ext. 7200 or 717-624-7200 for more information and costs.

Transportation

Transportation to medical appointments through CKV-TBHC Transportation. Please see Transportation Quick Reference Guide. Call ext. 5297 or 717-624-5297 for more information.

The all-volunteer on-campus shuttle is available at no charge by calling ext. 5202 or 717-624-5202. See the Campus Shuttle Quick Reference Guide for more information.

Wellness Center

The Wellness Center is available for your use. There are also personal training sessions available for a fee. Call ext. 5410 or 717-624-5410 for information on how to get oriented to the Wellness Center.

Therapy

Physical, occupational, and speech therapy are available for non-homebound Villagers. You need a physicians' order for therapy so that Medicare/Managed Care and your secondary insurance can be billed. Co-pays may apply. Contact Village Health Nurse at ext. 5387 or 717-624-5387 for more information.

Home Safety Assessments and Modifications

The therapy department conducts home safety assessments following health changes for Villagers or as a proactive measure to help them maintain function

for as long as possible. Therapists may suggest relocating furniture with the goal of eliminating hazards in the home, recommend assistive devices to make activities of daily living easier, or order the installation of durable devices such as grab bars for getting in and out of the tub or shower safely. The safety modifications will be arranged by the CKV-TBHC Maintenance and Village Health Services Departments, who can install home safety accessory items. Contact Village Health Nurse at ext. 5387 or 717-624-5387 for more information.

Medical Services

Laboratory services through UPMC Hanover are available in your home on Tuesday, Wednesday, and Thursday mornings. Contact Village Health Services at ext. 5387 or 717-624-5387 to schedule bloodwork at your residence.

Village Health Services will provide you with an emergency medical services information form, so your health history and medication list are easily accessible to emergency responders.

Home Care Agencies

Home care agencies are available to assist with activities of daily living. They can provide hands-on care with personal hygiene, light housekeeping, laundry, assistance with shopping, transportation to appointments, etc. A list of local agencies - some credentialed by Village Health Services - is available through the Village Health Office. Please call ext. 5387 or 717-624-5387 for the list of credentialed providers.

Medicare Skilled Home Health and Hospice Agencies

Medicare Skilled Home Health and Hospice Agencies provide skilled nursing and therapy to homebound Villagers during a recuperation period as well as hospice care when end-of-life is near. A list of local agencies - some credentialed by Village Health Services - is available through the Village Health Office. Please call ext. 5387 or 717-624-5387 for the list of credentialed providers.

Pharmacies

Pharmacies can deliver directly to your home. A list of local pharmacies who deliver to our campus is available through the Village Health Office. Please call ext. 5387 or 717-624-5387 for more information.

Visit us online for more information on additional services:
<https://www.crosskeysvillage.org/residential-living/village-health-services/>
or visit the Village Health Services module on Uniguest.

Updated March 2026



After-Hours Health Support, outside of regular Village Health Services hours, will now be provided by the Personal Care and Security teams. While responders may not always be nurses, all team members are trained to assess urgent situations and address basic medical needs.

CALL 911 EMERGENCY CARE

- Chest pain (i.e. sharp, dull, tightness, squeezing, crushing)
- Abdominal pain
- Head injuries
- Stroke symptoms, loss of movement or sudden paralysis
- Loss of consciousness
- Excessive bleeding
- Wounds
- Suspected broken bones or dislocated joints
- Repeated vomiting
- Seizures
- Poisoning
- Allergic reactions with swelling of the face or airway
- Substance use disorders
- Mental health emergency

GO TO URGENT CARE

- Minor injuries and cuts
- Backaches
- Sore throats and earaches
- Upper respiratory symptoms
- Frequent urination or a burning sensation when urinating

Monday – Friday: 4:30 pm – 7:00 am
Saturday & Sunday: 24 Hours

Call 717-624-2161 or dial "1"

CALL AFTER-HOURS HEALTH SUPPORT

- Minor falls without significant injury
- Low or high blood sugar
- Mild breathing difficulty
- Sudden dizziness or weakness
- Dehydration symptoms
- Minor allergic reactions
- Nosebleeds
- Medication reactions

*The first 30 minutes of After Hours Health Support are included in Villager's monthly fee. In some situations, additional charges may apply if After Hours Health Support extends beyond 30 minutes or if service requests are unusually frequent. Any applicable charges will be discussed whenever possible.



These lists are provided as a resource. Villagers are encouraged to choose providers that fit their personal circumstances and individual needs.

HOME CARE & SUPPORT SERVICES (Private Pay - Non-Medical Services)

Credentialed by Village Health Services

Comfort Keepers

3374 Lincoln Way E
Fayetteville, PA 17222
www.comfortkeepers.com
223-423-3866

Curantis Home Care

235 E Market Street
York, PA 17403
<https://www.curantishomecare.com>
717-851-8900

Home Instead - Gettysburg

14 Deatrick Drive
Gettysburg, PA 17325
www.homeinstead.com
717-398-2565

Mona Lisa Cares

228 Broadway
Hanover, PA 17331
www.monalisacareshomehealth.com
717-630-6494

Penncares Support Services

788 Cherry Tree Court
Hanover, PA 17331
www.penncares.org
800-333-3873

Visiting Angels - Hanover

104 Carlisle Street
Hanover, PA 17331
www.visitingangels.com/hanover
717-630-0067

HOME HEALTH AGENCIES (Medicare-Certified Nursing)

Credentialed by Village Health Services

VNA of Hanover & Spring Grove

Home Health Care
440 N Madison Street
Hanover, PA 17331
www.vnahanover.org
717-637-1227

Wellspan Health VNA Home Care

504 South George Street
York, PA 17401
www.wellspan.org/programs/vna-home-care
717-812-4433

HOSPICE PROVIDERS

(Medicare Certified)

Amedisys Hospice - York

984 Loucks Road, Suite 1
York, PA 17404
www.amedisys.com
717-845-8599

Compassus Hospice

2578 Interstate Drive, Suite 101
Harrisburg, PA 17110
www.compassus.com
717-798-8140

Grane

1200 Camp Hill Bypass, Suite 205
Camp Hill, PA 17011
www.granehospice.com
717-763-4001

Hospice and Community Care

235 South Charles Way, Suite 250
York, PA 17402
www.hospiceandcommunitycare.org
717-793-2113

Journey Hospice

1075 Old Harrisburg Road, Suite 20
Gettysburg, PA 17325
www.journeyhospicenj.org
717-549-2752

VNA of Hanover & Spring Grove

440 N Madison Street
Hanover, PA 17331
www.vnahanover.org/hospice
717-637-1227

PHARMACIES THAT DELIVER

Choice Family Pharmacy

8 South 6th Street
McSherrystown, PA 17344
717-630-2000

East Berlin Pharmacy

335 W King Street
East Berlin, PA 17316
717-259-0421

Minnich's Pharmacy

976 S George Street
York, PA 17403
717-848-2312

Adams County Office for Aging (Resource for in-home and community-based services, including Meals On Wheels)

318 West Middle Street
Gettysburg, PA 17325
inquiry@acofa.org
www.acofa.org
Fax: 717-334-4715
717-334-9296
800-548-3240

Monday - Friday
8:00 am - 4:30 pm



Visit the Village Health Services module on Uniguest for a more complete listing of on-campus providers.

CKV-TBHC understands the desire for Villagers to feel safe and secure in their homes. As the property owner, CKV-TBHC must also take into consideration accessing homes for emergencies and consideration for the safety and comfort of other Villagers living on campus. When using a security or home monitoring system, I/we agree to the following requirements:

- At no time will I/we connect or activate an audible alarm to the system.
- At no time will I/we connect the system to an actively monitored police and/or fire dispatch center. I/we agree we will call 911 and/or contact CKV-TBHC Security by dialing "1" or 717-624-2161 in the event of an emergency.
- I/we understand that CKV-TBHC only allows cameras to be placed indoors and not on the exterior of homes. Indoor cameras should not be oriented to capture images outside.
- I/we understand that CKV-TBHC will not accept a passcode to store and/or use to arm/disarm my/our security system. I/we will always disarm or have the ability to disarm the security system remotely if CKV-TBHC needs access to my home.
- I/we understand that at any time if I/we do not abide by these guidelines CKV-TBHC reserves the right to remove my/our security or home monitoring system from the CKV-TBHC network, and/or ask me/us to completely remove the system from the home.

I/We have read, understand, and agree to abide by these guidelines.

Villager 1 Signature: _____ Date: _____

Printed Name: _____

Villager 2 Signature: _____ Date: _____

Printed Name: _____

Address: _____ CKV Witness: _____



Auto & Golf Cart Repair Services

Cross Keys Village offers an *Automotive & Golf Cart Repair Shop* on campus for Villager's needs. General repairs, as well as Pennsylvania state safety inspections, are available for all makes and models of vehicles regardless of age.

Service is available by appointment, and vehicle pick-up/drop-off is available from residences.

PAYMENT:

Villagers may pay by check, cash, credit card, or have it billed to their monthly statement.

Authorization is required on all replacements and repairs prior to work being completed. We are not able to offer warranty or recall services.

HOURS:

Services are available *Monday - Friday, 7:30 am - 3:30 pm*. Closed on holidays.

Appointments are necessary, call ext. 5344 (717-624-5344).

See pricing on the reverse side.

PRICING:

PA State Inspection (Pass or Fail)

Up to 1/2 Ton	51.68
3/4 to Full Ton.....	68.90
Full Ton DRW	95.35

Oil Change

Synthetic Blend Oil & Filter (up to 5 quarts)	55.89
Full Synthetic Oil & Filter	33.75 + oil & filter

Chassis/ Steering Lube15.00

Tire Repair & Service 50.00/hr

Tire Rotation20.00

Tire Relearn\$5.00

Brake Service

Disc Brakes (per axle)	54.95 + parts
Drum Brakes, 3/4 to Full Ton SRW (per axle).....	75.95 + parts
Drum Brakes, Full Ton DRW (per axle)	109.95 + parts

A/C Service

System Test/ Boost Charge	60.00 + supplies
A/C Repair.....	50.00/hr

Transmission Filter & Fluid Change 69.95/hr + supplies

Transmission Flush 104.90 + fluid/filter/supplies (up to 1.5hrs, 50.00/hr after)

*No dealer-only transmission service, which would void warranty

Diagnostic Services

Code Reading	20.00
Diagnosis.....	60.00/hr

Hourly Labor Rate 50.00/hr

Golf Cart Repair & Service.....50.00/hr + parts



The Cross Keys Village Transportation Team provides professional, courteous, and caring transportation services to all residents. Our goal is to meet the transportation needs of CKV residents with the resources available, based upon CKV policy as well as state and federal regulations.

We will always strive to provide transportation needs throughout various transitions of care level, necessary to sustain a quality of life acceptable and practical to those we serve.

ON-CAMPUS SHUTTLE TRANSPORTATION:

- The volunteer-operated On-Campus Shuttle is available at no cost to residents who do not require wheelchair accessible transportation. Please call the volunteer dispatcher at ext. 5202, Monday through Friday between 8:00 am and 3:00 pm.
- Wheelchair transportation on campus is provided by Transportation Services by calling ext. 5297. An additional fee will be charged.

SCHEDULED OFF-CAMPUS TRANSPORTATION:

(at no additional cost to residents)

- Villagers may refer to the Village Voice for current schedule and locations for shopping trips. Please note: Drivers are not permitted to make unscheduled stops.
- Seating is limited. Please contact the Residential Living receptionist at 717-624-5411 to sign up.
- Shopping Trips: Door-to-door service is usually provided. Assistance is also provided for carrying packages or groceries from the bus to your front door (closest door or elevator for Harmony Ridge/Hearthside residents) on shopping days.
- Group Trips are also at no charge when they are scheduled by Personal Care Community Life or the Residential Living team. Signup sheets are located at the Personal Care reception desk for Personal Care residents and at the Harmony Ridge reception area for Villagers.

OFF-CAMPUS TRANSPORTATION:

(provided for a fee)

Trips must be scheduled at least 24 hours in advance. Additional notice is desirable. Less than 24 hours' notice will result in an additional fee. Cancellation with less than 24 hours notice may result in an additional fee.

NON-MEDICAL TRANSPORTATION

Rates are based on an hourly rate plus mileage, vehicle used, and any expenses. Escort fees, if applicable, are additional. Please call ahead to Transportation Services for details at 717-624-5297.

Non-Medical Transportation Fees (Van/Auto)

Hourly.....	\$45/hr
Mileage.....	\$0.56/mile

Hourly rate applies to the entire time the driver is on the clock. Mileage and hourly rates apply when return trips are required on different dates, such as a transport to the airport one day, then return from the airport at a later date.

MEDICAL APPOINTMENT TRANSPORTS

To schedule transportation for a medical appointment or for additional information, call:

Villagers	717-624-5297
Personal Care Residents	717-624-5286
Healthcare Residents	717-624-5391*

*Monday - Friday, 8:00 am - 4:00 pm

Appointments should be scheduled between 8:00 am and 3:00 pm whenever possible due to additional overall costs incurred for appointments outside this time frame.

Residents who need personal assistance during a trip will require an escort. Drivers are not permitted to provide escort services. Families are encouraged to serve as the escort whenever possible. If staff is assigned as the escort, there will be an additional fee.

AFTER-HOURS TRANSPORT (MEDICAL ONLY)

There is a minimum 3-hour charge for all after-hours transport, 4:00 pm to 8:00 am daily. Villagers, Villager's family, or on-duty hospital staff should make every effort to arrange alternate transportation before calling to request a driver. CKV Transportation Department is not available for emergency transport or transportation requiring a stretcher van.

MEDICAL TRANSPORTATION FEES

New Oxford Borough (within borough limits)	\$15/round trip
Primary Area	\$25/round trip
McSherrystown, Abbottstown, East Berlin, & Hanover	
Secondary Area	\$50/round trip
Area south/southwest of Hanover, (south of Grandview Rd.) to the Maryland line, remaining areas of Adams County (Littlestown and Gettysburg, Spring Grove)	
Dialysis Transport.....	\$60/day
Hanover Dialysis Transport.....	\$45/day
On-Campus Transport	\$3
Greater York/Chambersburg/Carlisle Area	\$80/round trip
Includes the remainder of York, Cumberland, and Franklin Counties, up to and including Chambersburg.	
Harrisburg/Hershey Area	\$130/round trip
All Other Areas (includes time & mileage)	\$40/hr
Same Day Service Fee (less than 24 hour notice)	\$5
Same Day Cancellation Fee (Transportation Mgr discretion).....	\$15
Messenger Fees (Medical Only)	
New Oxford	\$12/trip
Hanover Area.....	\$20/trip
Escort Fees	
Licensed Staff	\$50/hr
All Other Staff	\$20/hr

NON-CKV AFFILIATED SERVICES:

(for informational purposes only)

Rabbit Transit/ Adams County Transit Authority (ACTA) 717-337-1345
 Fees for seniors over the age of 65 are subsidized with prior verification of qualifications. There is a bus stop located on Adams Ave. on campus.

HealthStat Med Solutions 866-693-7417
 Medical transports for inter-facility wheelchair van, basic life support (non-emergency or non-911 calls), advanced life support and critical care transports. All vehicles are staffed with EMT or higher.



Cross Keys Village offers Villager bus trips as part of the Life Enrichment program. Please review the following guidelines to help make your trip and that of your traveling companions a smooth and enjoyable experience.

SIGNING UP

- Use Residential Living sign-up binder for free trips.
- Weekly Shopping Trip sign-up at Residential Living desk.
- Go to Residential Living desk when a payment is required. Only payment by check is accepted.
- Sign up begins on the Monday following announcement of the trip in the Village Voice.
- No refund will be made for a trip past the refund deadline.
- Please indicate any special need clearly (wheelchair, walker, or lift)
- Please request any necessary individual residence pick-up at time of sign-up.
- Trips are open exclusively for Villager sign-up for **two weeks after first advertisement**. After that period, any available spots will be open to others.

DEPARTURES

- Please arrive 10 minutes before the scheduled departure time.
- Cross Keys Village Bus:
 - Union Square
 - Harmony Ridge Main Entrance
 - Individual residence
- Charter Bus
 - Union Square only



The **Volunteer Services** team at Cross Keys Village manages a shuttle service for Villagers and residents to travel around the campus free-of-charge. Shuttle service requests can be made by calling **ext. 5202** or **717-624-5202** and scheduling a pickup and return time. Please familiarize yourself with the following guidelines regarding the on-campus shuttle service.

CAMPUS SHUTTLE GUIDELINES:

- The shuttle will take you **anywhere on campus** including: Harmony Ridge Community Center, Healthcare Center, Personal Care, Brookside, Lifespring Cross Keys Wellspan Medical Center, other Villager's homes, and Meadow Lane. (Turkey Hill, McDonald's, Wendy's, and Sheetz are not on our campus.)
- The shuttle service is on a "first-come, first-serve" basis, as sometimes there may be as many as half-dozen residents who need to be at one place or another, all within a 15-minute window of time. Villagers and residents should be **on-time and ready** when the shuttle pulls up to help keep the next pick up on time.
- Hours of operation are **8:00 am to 3:00 pm, Monday through Friday**. You may call as early as **7:45 am** to schedule a pick-up. You should call **no less than 30 minutes before** you would like to be picked up. This provides adequate time for the dispatcher and driver to coordinate schedules.
- This service is for **Villagers and residents that are ambulatory**. Bus service will continue to be available for Villagers and residents using assistive devices such as wheelchairs and oversized walkers. If you rely on a wheelchair or oversized walker, please call **Transportation at ext. 5297 or 717-624-5297** for any transportation needs from 8:00 am to 3:00 pm on campus. See the Transportation Quick Reference Guide for fees.
- In the event of inclement weather, check **Channel 25** or **Uniguest** for details about cancellations and delays.



Volunteer Services coordinates the efforts of more than **400 registered volunteers** each year, providing the vital link between those needing help and those offering it. The enthusiastic and dedicated support of volunteers has played a key role in our community for **more than a century**. Our original home was located near a church, because the founders knew that the commitment to **Christian mission and ministry** among the church's members would mean a steady supply of volunteers. Today, our volunteers come from many backgrounds and many church denominations, but they all **share the love of serving others**. Volunteers help out in many areas of campus life, combining their skills and interests with the desire to help where it is most needed. Let us find the best possible volunteer role for you!

VOLUNTEER OPPORTUNITIES INCLUDE:

- Friendly visitor for residents
- Escort throughout buildings
- Caring visitor for terminally ill residents
- Broadcast technician
- Clerical assistant
- Friends' events (Chicken BBQ and others)
- Discovery Course instructor
- Grounds helper (landscaping and more)
- Harmony Café runner or dishwasher
- On-campus shuttle driver (must be 18+)
- Pet therapy provider (pets must be certified)
- Pet caretakers and dog walkers
- Cancelled stamp group
- Residential Housing committees
- Shopping assistant with Villagers
- ...and so much more!

Please contact **Volunteer Services** by calling **717-624-5227**. We will schedule a general orientation and show you our community before you choose an area in which to serve.



Villagers have priority access to the Healthcare Center at Cross Keys Village for short-term rehab stays, and for long-term care. Short-term rehab stays, when they follow a qualifying hospital stay, are commonly covered - in whole or in part - by Medicare (Part A) or by a Medicare Advantage (or Medicare Replacement) plan.

Every fall, seniors are invited to review their Medicare choices during what is known as the *Open Enrollment* period. Below is the list of Medicare Advantage (or Medicare Replacement) plans that are accepted in our Healthcare Center for the year starting on January 1, 2026.

Most seniors are covered by the “original” traditional Medicare program and this is always accepted in our Healthcare Center. Since Medicare does not cover all expenses, most seniors complete their Medicare with a Medicare Supplement. You should know that Medicare Supplement plans are always accepted in the Healthcare Center once Medicare “kicks in”. Be sure you understand the difference between Medicare Replacement and Medicare Supplement.

If your specific plan is not listed, you may have out-of-network benefits. Please contact your insurance provider directly for more information. For questions or concerns, please call 717-624-5355 to reach a team member in the Accounting Services department.

Capital Blue Cross	1-800-990-4201
CBC Basic/Indemnity	
Health One	
Keystone	
Blue Journey Medicare Advantage	
Aetna/Coventry/Advantra	1-855-335-1407
Highmark Blue Shield	1-866-856-6166
Highmark	
Freedom Blue	
Keystone West	
Direct Blue & Community Blue	
Today's Options	1-866-249-8668
Tricare Standard (Retired Military)	1-877-874-2273
UPMC Health Plan	1-877-563-0292
Commercial	
Medicare Advantage	
AmeriHealth Caritas	1-888-991-7200
PA Health & Wellness	1-844-626-6813
Original/Traditional Medicare	1-800-633-4227



Ancillary Service Rates in Addition to Monthly Fees

The following services and charges are not included within the monthly fee.

Professional Nursing

Emergency or initial visits	No charge
Follow up and routine visits	\$ 30.00 per unit

Note: all timed services are billed in 15-minute units.
Medical supplies used may be billed separately.

Other Medical Services

Therapy Services (Occupational, Physical or Speech therapy)	\$ 45.00 per unit *(BTI)
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Other Non-Medical Services

Housekeeping Services (Taxable)	\$ 45.00 per hour
Non-routine Maintenance (Taxable)	\$ 55.00 per hour plus materials
Guest Cottage/ Apartment (Taxable)	\$150.00 per day
Key or Photo ID Badge Replacement (Taxable)	\$ 10.00 each
Meadow Lane Storage Unit 4 x 4 (Taxable)	\$ 35.00 monthly
Meadow Lane Storage Unit 4 x 8 (Taxable)	\$ 40.00 monthly
Harmony Ridge West Garage (Taxable)	\$120.00 monthly
Harmony Ridge West Carport (Taxable)	\$ 45.00 monthly

*BTI=*Billed to insurance*

Cross Keys
Village Rates
Effective
July 1, 2025

Ancillary Service Rates in Addition to Monthly Fees (Continued)

Shear Harmony Salon

Hair

Haircut	\$19.50
Cutback and Sides	\$16.00
Neckline Trim	\$ 8.00
Moustache Trim	\$ 5.00
Beard Trim	\$10.00
Shampoo	\$ 9.00
Shampoo and Style	\$23.00
Shampoo and Style Wig or Wiglet	\$20.00
Deep Conditioner	\$10.00
Dry and Style	\$17.00
Perm and Style	\$49.00
Recomb	\$10.00

Color

Color Rinse	\$ 4.00
Coloring and Style	\$47.00
Highlights and Style *	
Cap Application	\$68.00
Foil Application	
1 to 5 Foils	\$35.00
6 to 11 Foils	\$51.00
12 to 17 Foils	\$67.00
18 to 25 Foils	\$75.00
Additional Foils Over 25	\$ 3.00

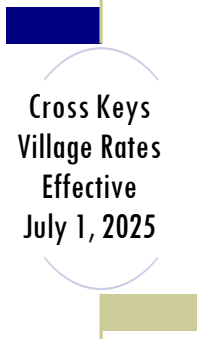
Nails

Manicure	\$27.00
Manicure (no polish)	\$16.00
Gel Manicure (no polish)	\$39.00
Gel Removal	\$20.00
Manicure Dip Polish	\$36.00
With Polish Removal	\$40.00
Fingernail Clip and File	\$12.00
Pedicure (no polish)	\$28.00
Pedicure	\$40.00
Mini Pedicure (with polish)	\$25.00
Toenail Clip & File	\$18.00
Toenail Polish Removal	\$10.00

Wax

Facial Waxing	
Eyebrow Wax	\$ 8.50
Lip Wax	\$ 8.50
Chin Wax	\$ 8.50
Eyebrow Arch	\$ 5.00

* Additional charges may be incurred for longer hair.



Ancillary Service Rates in Addition to Monthly Fees (Continued)

Transportation Services

Medical Appointments (per roundtrip):	
New Oxford Borough	\$ 15.00
Primary Area	\$ 25.00
Secondary Area	\$ 50.00
Dialysis Transport (per day)	\$ 60.00
Dialysis Transport / Hanover (per day)	\$ 45.00
Greater York Area	\$ 80.00
Harrisburg/Hershey Area	\$130.00
All other areas not included above	\$ 40.00 per hour
Non-licensed staff member escort	\$ 20.00 per hour
Licensed staff member escort	\$ 50.00 per hour
Non-medical transportation	\$ 45.00 per hour plus mileage fee
Airport fee (BWI) – one way	\$185.00
Airport fee (Dulles) – one way	\$220.00
Airport fee (Harrisburg) – one way	\$120.00
Non-scheduled campus trip – one way	\$ 3.00
Same day request fee	\$ 5.00 additional
Trips canceled with less than 24 hour notice	\$ 15.00

Note – Additional fees will be quoted by the Transportation Department for driver waiting times. Tolls and parking fees will be billed as incurred.

Community Telephone Services and Internet Services are also available at an additional charge. A detailed schedule of charges is available by request.

The Board of Directors reserves the right to adjust these rates at their discretion.



2025 Property Tax & Rent Rebate

The **Property Tax and Rent Rebate** program is a state-run program that is administered by the Pennsylvania Department of Revenue. It is funded by the Pennsylvania Lottery system, and claimants who qualify can be reimbursed **up to \$1,000 a year** for the amount they paid in property taxes or rent. Rebate checks are mailed in the beginning of July each year. To qualify as a “Renter,” annual household eligibility income **must not exceed** \$48,110. The program excludes 50% of Social Security payments, State Supplementary Payment benefits, Supplemental Security Income benefits, and Railroad Retirement Tier 1 benefits.

You can access the portal through **my^{path}.pa.gov**. This site will allow you to upload documents, sign up for a direct deposit, complete your filing, and check your return status. Additionally, you will receive automated phone calls if you list your phone number on your application that will inform you of your application status; these calls will begin in April. For specific eligibility criteria for the Property Tax/Rent Rebate, please contact the PA Department of Revenue via their toll-free number **1-888-PATAXES (1-888-728-2937)** or visit the online customer service center website **www.revenue.pa.gov** to determine if you are eligible for the program.

Forms for 2025 are now available from the Department of Revenue. To receive claim forms, please call **1-800-362-2050**, download a form from the website **www.revenue.pa.gov/ptrr**, or email **ra-forms@pa.gov**. The deadline to apply for a 2025 rebate is **June 30, 2026**.

Accounting Services will complete the Rent Certificate, Form PA-1000RC, upon request. Please call **Kim Staub at 717-624-5211** to request to be put on the list for the PA-1000RC to be mailed to you. After a request is received, it normally takes 1 to 2 weeks to process the form, so please plan ahead if you need the form for a meeting with a personal tax advisor. Due to program expansion, it's possible processing forms may take longer than it has in previous years.

If you have any questions regarding the completion of the PA 1000 claim form, please contact your personal tax advisor or the Property Tax and Rent Rebate claim information toll-free number **(1-888-222-9190)**. Assistance is also available at no cost from Department of Revenue district offices, local Area Agencies on Aging, senior centers, and state legislators' offices.



ITEMS TO RETURN

To Residential Living Office

- All home, mailbox, (HRE only) storage unit keys, and any keys for woodshop, train room, or bike barn
- Garage door openers
- CKV-issued photo ID cards
- Emergency pendants

LEAVE IN RESIDENCE

- Recycle bin
- All major appliances including: refrigerator, stove, dishwasher, washer, dryer, and built-in or CKV countertop microwave

MAIL & DELIVERIES

- Visit the [New Oxford Post Office, 4 Center Sq, New Oxford, PA](#), to have mail forwarded. CKV recommends making this change as soon as possible due to USPS request delays.
- To submit a change-of-address for a person who is unable to act for themselves, present acceptable ID and proof of Power-of-Attorney.
- To submit a change-of-address for someone who is deceased, you must present legal documentation showing you are the executor or administrator authorized to manage their mail.
- Contact all applicable newspaper and periodical companies to transfer or discontinue service.

TRASH

Villagers and their families may utilize third-party junk removal services including dumpster service. CKV has had success with 1-800-Got-Junk. They can be contacted at 1-888-971-0714 or by their website. For homes without driveways, please contact Residential Living before ordering dumpster services. Villagers may be billed for damage caused by third-party services.

You may dispose of trash in the 8x28 dumpster located to the right of the recycling dumpsters at the Meadow Lane Center. Anyone assisting in vacating a home is authorized to use this dumpster. Please make sure any food is bagged and tied shut.

Villagers will be billed if any trash or belongings are left behind in the residence.

Please do not use the construction dumpsters located throughout campus. Villagers will be billed if construction dumpsters are used. Security cameras are located throughout campus.

Please do not place trash in any recycling dumpsters. Villagers will be billed if recycling dumpsters are used inappropriately.

DONATIONS

All donations should be made before the 30-day deadline. For questions about the donation process, call Pat Gargus at 717-624-5411.

UTILITIES

Telephone and internet service, if provided, will be discontinued 30 days from the date of the vacate letter unless the Information Services Department is contacted to make alternate arrangements. The Information Services Department can be contacted by telephone at 717-624-7200.

Cottages and Bridgewater Homes ONLY (based on service provider. Please refer to utility bills for correct phone numbers.)

- Columbia Gas Services (if provided to the residence) should be DISCONTINUED. This will transfer services back to CKV-TBHC.
- Met-Ed: Ask for FINAL BILLING; or
- Adams Electric: TRANSFER back into "Cross Keys Village-The Brethren Home Community" account.

If you have any difficulties returning the utilities back to CKV-TBHC or if the Utility companies require further authorization for transfer, please call Brian Lawrence at 717-624-5428. DO NOT TERMINATE ANY UTILITY SERVICE.

AFTER 30 DAYS

CKV-TBHC reserves the right to assess additional charges and/or late fees if the property is not vacated within the specified 30-day period, if excessive trash or personal belongings are left behind, or if any damage beyond normal wear and tear is identified upon review of the home.

CKV-TBHC also reserves the right to enter the property after the 30-day period for assessment and maintenance purposes.

CONTACT INFORMATION

Donations and Vacancy questions:

Pat Gargus, 717-624-5411

Accounting/Financial questions:

Kim Staub, 717-624-5211

Contract (non-financial):

Brian Lawrence 717-624-5428

Personal Care

2990 Carlisle Pike

New Oxford, PA 17350

Brookside

225 Village Drive

New Oxford, PA 17350

Harmony Ridge Community Center

620 Harmony Drive

New Oxford, PA 17350

Healthcare

2990 Carlisle Pike

New Oxford, PA 17350



SAFE OPERATION OF GOLF CARTS ON THE CAMPUS OF CKV-TBHC

1. Register your golf cart/GEM car by obtaining a vehicle identification sticker from the Residential Living office.
2. Golf carts/GEM cars must be battery-operated electric carts only. Gas-powered golf carts/GEM cars are not permitted.
3. Golf carts/GEM cars should not be operated unless liability insurance is provided by the owner. CKV-TBHC strongly recommends you obtain at least \$100,000.00 in liability insurance coverage.
4. To prevent rust stains in your driveway and other areas, CKV-TBHC highly recommends an undercoating for your golf cart/GEM car. For more information please call our Automotive Services Department at ext. 5344 or 717-624-5344.
5. CKV-TBHC provides service for your golf carts/GEM cars and an air station in the Meadow Lane area. For more information please contact the Automotive Services Department at ext. 5344 or 717-624-5344.
6. Parking and storage for golf carts/GEM cars, particularly for those residences without garages or driveways, will be evaluated by the Residential Living Department on a case by case basis. Villagers should not alter the grounds around their home or make additions without an evaluation from the Residential Living Department. Any alterations to residences for parking or storage will be at the cost of the golf cart/GEM car owner. Contact the Residential Living Department at ext. 5428 or 717-624-5428 for an evaluation prior to purchasing a golf cart. Any ongoing turf damage or repairs due to unapproved storage or parking of a golf cart/GEM car will be billed directly to the Villager.
7. Golf carts/GEM cars may be driven on the roadways of the CKV-TBHC campus; however, they should not be driven off-campus. Drivers must observe all roadway and other traffic regulations. Golf carts/GEM cars may also be driven on the sidewalks except where noted otherwise, but must yield to pedestrians, wheelchairs, scooters, and bicycles. Please refrain from driving golf carts/GEM cars on the grass as this can damage the turf over time. Any ongoing turf damage or repairs due to operation of a golf cart/GEM car on campus will be billed directly to the Villager.

- 8. For your safety and the safety of others, and to ensure that you can see and be seen, CKV-TBHC strongly recommends that you do not drive golf carts/GEM cars at night without headlights. The owner of the golf cart/GEM car assumes all responsibility and liability for safe operation. Golf carts/GEM cars may not be operated by anyone under the age of 16 without direct licensed driver supervision. CKV-TBHC assumes no liability for the conduct of any Villager or guest. CKV-TBHC also assumes no responsibility for the use, ownership, possession of, or control of golf carts/GEM cars or similar mechanized mobile medical or other equipment by Villagers or guests. Villager releases and discharges CKV-TBHC from any claims for personal injury to Villager or damages to Villager’s personal property caused by the conduct of other Villagers or guests, or by the use, ownership, possession or control of golf carts/GEM cars or similar mechanized mobile equipment by other Villagers.

I/We have read, understand, and agree to abide by these guidelines.

Villager’s Signature: _____ Date: _____

Villager’s Signature: _____ Date: _____

Address: _____ CKV Witness: _____

Sticker #: _____



GUIDELINES

1. Only one person per PMD. No towing, pushing, or pulling of other objects or vehicles of any sort is allowed anywhere on campus.
2. PMDs must be driven at a reasonable speed that does not disrupt the community or endanger the health or safety of others.
3. Pedestrians or others in standard wheelchairs should be given the right of way. Ample notice must be provided before passing pedestrians. PMDs should be driven on the right of the hallways to move with the natural flow of traffic.
4. PMDs must be parked inside the owner/operator's residence or the residence he or she is visiting.
5. PMDs may not be stored in hallways, common areas (unless otherwise designated), near a fire door, or in a manner that prevents easy access to the apartment, flat, or room by CKV-TBHC team members or emergency response personnel. Any unoccupied PMD found in unsafe areas will be moved, and it will be the responsibility of the owner to claim it. Any questions about where a device may be safely stored can be directed to the Director of Village Housing at ext. 5428 or 717-624-5428 or Executive Director of Residential Living at ext. 5398 or 717-624-5398.
6. CKV-TBHC reserves the right to restrict the use of PMDs in certain areas due to safety concerns of the operator, other Villagers, team members, or visitors. When possible, CKV-TBHC will provide advance notice of such restrictions.
7. If a Villager operates a PMD in an unsafe manner, causes injury to other residents, or creates excessive damage to the property, the Villager may be required to provide a qualified, third-party verification of his or her ability to operate the PMD in a safe manner. Continued occurrences may result in the loss of PMD use privileges on campus.
8. The PMD owner/operator assumes responsibility, including financial, for any damages to Villagers, team members, visitors, or their property. CKV-TBHC strongly recommends consulting with your liability insurance provider for any coverage considerations.
9. The PMD owner/operator is responsible for any repair or maintenance of the PMD. CKV-TBHC is not responsible for any damage to the device caused by other Villagers, team members, or visitors.

10. PMDs designed exclusively for outdoor use will not be permitted inside any buildings.
11. PMDs must be recharged only within the owner/operator's residence, unless otherwise authorized.
12. When a determination is made that a Villager's use of a PMD endangers the health and safety of others or poses an undue financial or administrative burden, it may not be operated on campus by that Villager. Villagers may work with CKV-TBHC team members to find alternative assistive devices.
13. These guidelines may be modified to reasonably accommodate the needs of individual PMD owner/operators.
14. These guidelines may be amended at any time, at the discretion of CKV-TBHC.



1. Villagers who own a recreational vehicle (RV) or trailer must register their vehicle with the Residential Living office.
2. When the RV or trailer is not in use, it must be stored off campus. Recreational vehicles may be parked in the driveway of a Villager's home or in an appropriate parking spot close to an apartment/Hearthside building or cottage/home, for the sole purpose of loading, unloading, minor maintenance and preparation for a maximum of 3 consecutive days (72 hours). Following the 3 consecutive days, the RV or trailer must leave campus for a minimum of 2 consecutive days (48 hours). RV's or trailers may not be kept on the CKV-TBHC campus for more than a total of 9 days in any given month.
3. RV's must be able to fit completely in the Villager's driveway or a parking spot and not limit vision from a safety standpoint. An RV belonging to a Villager living in an apartment/Hearthside building or cottage/home may be parked in a parking space overnight only if their vehicle fits completely within the boundaries of that space.
4. No automobile, recreational vehicle, van, or trailer will be used by Villagers, visitors, team members, or contractors as an overnight accommodation anywhere on campus without the approval of the Director of Village Housing or Executive Director of Residential Living.
5. If a Villager's RV or trailer is found to be inoperable, unsafe, has an expired registration/inspection sticker, or if the vehicle is causing the surrounding area to be unsafe, the Villager will be asked to remove the RV or trailer from the campus.
6. Any RV or trailer of a visitor to campus should be parked off campus unless the Villager has made prior arrangements with the Director of Village Housing or Executive Director of Residential Living. In limited instances, visitors may be permitted to stay overnight in an RV on campus; however, prior approval must be obtained.
7. Any exceptions to this policy must be approved by the Director of Village Housing or Executive Director of Residential Living. Failure to abide by these guidelines may be subject to a loss of privileges.

I/We have read, understand, and agree to abide by these guidelines.

Villager's Signature: _____ Date: _____

Villager's Signature: _____ Date: _____

Address: _____ CKV-TBHC Witness: _____

Make: _____ Model: _____

Year: _____ Color: _____ Plate #: _____



Cross Keys Village - The Brethren Home Community (CKV-TBHC) recognizes that pets can be therapeutic for their owners; however, pet owners must exercise common courtesy to others in handling their pets. The safety and comfort of the pet owner, other Villagers, CKV-TBHC team members, visitors, other service providers, and CKV-TBHC property are our guiding principles.


No pets are permitted to reside in a residence of CKV-TBHC without prior approval from the Director of Village Housing or the Executive Director of Residential Living. For the purpose of this pet policy, "pet" is defined as a domesticated animal kept in the home. CKV-TBHC does not permit any pets that live outside of a residence.

The following guidelines are for the Residential Living area of the CKV-TBHC campus. The Healthcare, Personal Care, Brookside, and Lifespring have separate pet policies to which pet owners are expected to adhere.

1. All pets must be appropriately spayed or neutered.
2. All pets must have current rabies, distemper (dogs), and pan leukopenia (cats) vaccinations. Villagers should follow the recommendation of their veterinarians when considering elective vaccines.
3. Villagers agree to provide the management of CKV-TBHC with verification of vaccinations, licensing, and neutering. Pets must be licensed and cared for in accordance with local regulation. Pennsylvania state law requires all dogs 3 months of age or older be licensed.
4. Villagers are responsible for the behavior of their pets at all times and bear sole liability for any consequences of their behavior. This includes, but is not limited to:
 - a. destruction of CKV-TBHC team member, Villager, visitor, or service provider property; or
 - b. personal injury to CKV-TBHC team members, Villagers, visitors, or other service providers.
5. Pets must be kept in the confines of the owner's residence and on a leash when outside the confines of the owner's residence. Pets may not be placed outside on chains or leashes and left unattended at any time.
6. Retractable leashes are prohibited inside any building on the CKV-TBHC campus. The leash must be no longer than 6 feet in length and pets must be kept at owner's side at all times. Pets are not permitted on any CKV-TBHC-owned furniture in common areas.

7. Pets must be kept at a distance of 10 feet or more from the entrances of Campus Inn, Harmony Café, and Terrace Café dining areas. Pets are also not permitted in any of the rooms in Harmony Ridge. Pets are permitted to be walked past any of these areas if they are in a corridor. Only licensed service animals may be permitted in dining areas and rooms.
8. Pets must not interfere with safety and comfort of Villagers, residents, team members, visitors, or other service providers.
9. Villagers are fully responsible for cleaning up after their pets, both inside and outside their residence. In addition, Villagers must keep their residence free from pet odors. Villagers may be charged for any damages caused by their pets.
10. The presence of pets may necessitate periodic pest control. Villagers agree to cooperate with these efforts and accept responsibility for any additional costs which may be incurred.
11. There will be no more than a combined total of two pets per residence. Based on the size of the residence and pet (e.g. large breeds), in some cases, only one pet may be permitted.
12. CKV-TBHC reserves the right to prohibit the admission of a pet or to request the removal of a pet in cases where it is determined that the Villager is not able to meet the requirements of this pet policy.
13. CKV-TBHC recognizes and abides by ADA guidelines. Copies of service animal certification should be submitted to the Residential Living office for any service animals.
14. Enforcement of State dog laws in Adam's County is performed by:

State Dog Warden, Adams County
PA Dept. of Agriculture
Dog Law Enforcement Office
2301 North Cameron Street
Harrisburg PA 17110
Phone: 717-736-9276
Fax: 717-772-4352



Feral and stray cats can spread disease, cause property damage and interfere with the health and safety of residents. CKV-TBHC requests that Villagers not feed and/or care for feral and stray cats. If you feed and care for these cats, CKV-TBHC may assume that you own them and ask that you adhere to the Residential Living Pet Policy. Feral and stray cats may be removed from the CKV-TBHC Campus at the discretion of the Grounds Manager.

Villager Name(s): _____

Address: _____ New Oxford, PA 17350

Please complete, sign, and submit this form; to be maintained in your Residential Living file prior to the pet moving in.

PET #1

Pet Type:	PET'S DATE OF BIRTH	BREED
<input type="checkbox"/> Dog	DESCRIPTION (e.g. color, markings)	
<input type="checkbox"/> Cat		
<input type="checkbox"/> Bird		
<input type="checkbox"/> Fish		
Other:	CURRENT HEIGHT/ WEIGHT	EXPECTED HEIGHT/WEIGHT WHEN FULLY-GROWN
_____	_____ in. / _____ lbs	_____ in. / _____ lbs

PET #2

Pet Type:	PET'S DATE OF BIRTH	BREED
<input type="checkbox"/> Dog	DESCRIPTION (e.g. color, markings)	
<input type="checkbox"/> Cat		
<input type="checkbox"/> Bird		
<input type="checkbox"/> Fish		
Other:	CURRENT HEIGHT/ WEIGHT	EXPECTED HEIGHT/WEIGHT WHEN FULLY-GROWN
_____	_____ in. / _____ lbs	_____ in. / _____ lbs

Local Veterinarian Information:

Veterinarian Name: _____

Address: _____

Phone Number: _____

Please attach proof of neutered certificate, distemper, rabies, and other appropriate shots.

Emergency Contacts:

(someone you authorize to care for your pet(s) in the event you are not able to)

Contact #1

Relationship:	NAME
<input type="checkbox"/> Family	ADDRESS
<input type="checkbox"/> Friend	
<input type="checkbox"/> Pet Service	PHONE NUMBER(S)

Contact #2

Relationship:	NAME
<input type="checkbox"/> Family	ADDRESS
<input type="checkbox"/> Friend	
<input type="checkbox"/> Pet Service	PHONE NUMBER(S)

If emergency contacts are unavailable, paid services will be arranged by the owner or CKV-TBHC at the owner’s expense (i.e. pet sitter, kennel, or companion service.)

I/We understand if approved I/we will comply with pet policies attached to this from and will assume full responsibility for the actions of the pet. I/We further understand that policies can change from time to time as deemed necessary by Administration.

Villager’s Signature: _____ Date: _____

Villager’s Signature: _____ Date: _____



Cross Keys Village-The Brethren Home Community strives to maintain a safe environment for all who live, visit, volunteer, and work on our campus. We encourage safe and proper firearm handling for Villagers who own firearms in order to avert the accidental or deliberate discharge of any firearm (including rifles, handguns, air guns, and similar items).

- Villagers who choose to possess firearms are requested to use manufacturers' and other safety procedures when handling and storing firearms. This includes the proper and secure storage of firearms, ammunition, and related items.
- Discharging a firearm for the purpose of hunting, target shooting, or vermin control within the property limits of CKV-TBHC is a violation of current Pennsylvania Game Commission laws.
- Villagers, team members, volunteers, and visitors are strongly encouraged to report any unusual or threatening comment or behavior, any change in an individual's behavior or attitude, or a possible change in mental status that could result in an unsafe environment for all. Reports should be directed to Residential Living or Village Health Services teams.
- Administration will follow-up on reports of a possible violation of firearm safety guidelines and investigate conditions that may result in a threat to campus safety, including:
 - Displays of instability or any inability to maintain proper safe handling of a firearm or other weapon found within and outside of a Villager's living area.
 - Threats or discussion of violent behavior either general in nature or directed to a Villager, team member, volunteer, service agency representative, or visitor.
- The above conditions shall be reported to the proper team members and authorities. Pending the violation, it may be necessary to notify local law enforcement officials as required.
- A Villager found to be a detriment to a safe environment at CKV-TBHC may be subject to immediate treatment, and if such treatment is refused, may be removed from the Community without compensation beyond any unused amortization value.



TYPES OF GRILLS ALLOWED

- Gas or electric grills may be used outside cottages and Bridgewater homes on back patios or back lawns.
- Only electric grills are allowed on apartment/flat patios and balconies. Gas grills are not permitted near the Harmony Ridge or Hearthside buildings.
- Fire tables are allowed only around cottages and Bridgewater homes, and only if fueled by propane. No open fire pits or chimineas are permitted on campus.
- Grills should not be used under overhangs, porches, or in enclosed rooms, and should be a safe distance from homes to avoid potential fires. Check your grill manual for manufacturer recommended distances but always use at least 8-10 feet away as your guideline.
- Charcoal grills, any type of smoker, and fire pits are not permitted on campus due to fire safety concerns and ash disposal.

GRILLING GUIDELINES

- Grills should only be used outdoors and should be placed well away from the home, deck railings, privacy fences, and out from under eaves and overhanging branches.
- Keep children and pets at least 3 feet away from the grill area.
- Keep your grill clean by removing grease or fat buildup from the grill surface and in trays below the grill.
- Never leave your grill unattended and keep a fire extinguisher handy.
- Always make sure your gas grill lid is open before lighting it.
- If the flame goes out, turn the grill and gas off and wait at least 5 minutes before relighting it.
- Check the gas tank hose for leaks before using it for the first time each year. Apply a light soap and water solution to the hose. A propane leak will release bubbles. If your grill has a gas leak, by smell or the soapy bubble test, and there is no flame, turn off both the gas tank and the grill. If the leak stops, get the grill serviced by a professional before using it again. If the leak does not stop, call the fire department. If you smell gas while cooking, immediately get away from the grill and call the fire department. Do not attempt to move the grill.



Cross Keys Village - The Brethren Home Community
NOTICE OF PRIVACY INFORMATION PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

A. General description and purpose of notice.

This notice describes our information privacy practices and that of:

1. Any health care professional authorized to enter information into your medical record created and/or maintained at our organization;
2. Any member of a volunteer group which we allow to help you while receiving services at Cross Keys Village-The Brethren Home Community and
3. All employees, staff, and other personnel of our organization.

All of the individuals or entities identified above will follow the terms of this notice. These individuals or entities may share your protected health information with each other for purposes of treatment, payment, or health care operations, as further described in this notice.

B. Our organization's policy regarding your protected health information (PHI).

We are committed to preserving the privacy and confidentiality of your protected health information created and/or maintained at our organization. Certain state and federal laws and regulations require us to implement policies and procedures to safeguard the privacy of your protected health information.

This notice will provide you with information regarding our privacy practices and applies to all of your protected health information created and/or maintained at our organization, including any information that we receive from other health care providers or facilities. The notice describes the ways in which we may use or disclose your protected health information and also describes your rights and our obligations regarding any such uses or disclosures. We will abide by the terms of this notice, including any future revisions that we may make to the notice as required or authorized by law.

We reserve the right to change this notice and to make the revised or changed notice effective for protected health information we already have about you as well as any information we receive in the future. We will post a copy of the current notice in our

organization. The first page of the notice contains the effective date and any dates of revision.

C. Uses or disclosures of your protected health information.

We may use or disclose your protected health information in one of following ways:

- (1) For purposes of treatment, payment, or health care operations
- (2) Pursuant to your written authorization (for purposes other than treatment, payment, or health care operations)
- (3) Pursuant to your verbal agreement (for use in our organization directory or to discuss your health condition with family or friends who are involved in your care)
- (4) As permitted by law
- (5) As required by law

The following describes each of the different ways that we may use or disclose your protected health information. Where appropriate, we have included examples of the different types of uses or disclosures. While not every use or disclosure is listed, we have included all of the ways in which we may make such uses or disclosures.

1. Uses or disclosures for treatment, payment, or health care operations.

We may use or disclose your protected health information for purposes of treatment, payment, or health care operations.

- a. **Treatment.** We may use your protected health information to provide you with health care treatment and services. We may disclose your protected health information to doctors, nurses, nursing assistants, medication aides, technicians, medical and nursing students, rehabilitation therapy specialists, or other personnel who are involved in your health care. For example, your physician may order physical therapy services to improve your strength and walking abilities. Our nursing staff will need to talk with the physical therapist so that we can coordinate services and develop a plan of care. We also may disclose your protected health information to people outside of our organization who may be involved in your health care, such as family members, social services, hospice, or home health agencies. This may include using or disclosing your protected health information to voice activated devices (for example, medicine dispensing devices) with proper controls in place to keep it secured in accordance with applicable law.
- i. **Appointment reminders.** We may use or disclose your protected health information for purposes of contacting you to remind you of a health care appointment.

- ii. **Treatment alternatives, Health-related benefits, and services.** We may use or disclose your protected health information for purposes of contacting you to inform you of treatment alternatives or health-related benefits and services that may be of interest to you.
 - iii. **Any other areas that Cross Keys Village-The Brethren Home Community may disclose your PHI for the following purposes: (Birth date, directory or listing, obituary notice, hospitalization notice or posting, prayer list, newsletter, pictures, welcome posting, memorial remembrance services, support groups, etc.).** This information may be used in written materials or posted in public areas.
- b. **Payment.** We may use or disclose your protected health information so that we may bill and collect payment from you, an insurance company, or another third party for the health care services you receive at our organization. For example, we may need to give information to your health plan regarding the services you received from our organization so that your health plan will pay us or reimburse you for the services. We also may tell your health plan about a treatment you are going to receive in order to obtain prior approval for the services or to determine whether your health plan will cover the treatment.
- c. **Health care operations.** We may use or disclose your protected health information to perform certain functions within our organization. These uses or disclosures are necessary to operate our organization and to make sure that our Residents/Clients receive quality care. For example, we may use your protected health information to review our treatment and services and to evaluate the performance of our staff in caring for you. We may combine protected health information about many of our Resident/Clients to determine whether certain services are effective or whether additional services should be provided. We may disclose your protected health information to physicians, nurses, nursing assistants, medication aides, rehabilitation therapy specialists, technicians, medical and nursing students, and other personnel for review and learning purposes. We also may combine protected health information with information from other health care providers or facilities to compare how we are doing and see where we can make improvements in the care and services offered to our

Resident/Clients. We may remove information that identifies you from this set of protected health information so that others may use the information to study health care and health care delivery without learning the specific identities of our Resident/Clients.

2. Uses or disclosures made pursuant to your written authorization.

We may use or disclose your protected health information pursuant to your written authorization for purposes other than treatment, payment, or health care operations and for purposes, which are permitted or required by law. You have the right to revoke a written authorization at any time as long as your revocation is provided to us in writing. If you revoke your written authorization, we will no longer use or disclose your protected health information for the purposes identified in the authorization. You understand that we are unable to retrieve any disclosures, which we may have made pursuant to your authorization prior to its revocation. In the following circumstances, we will always require an authorization from you:

- a. In most circumstances when we use or disclose psychotherapy notes made by a mental health professional to document or analyze a conversation in a counseling session.
- b. Any marketing communication that is paid for by a third party about a product or service to encourage you to purchase or use the product or service.
- c. Except for limited transactions permitted by the Privacy Rule, a sale of protected health information for which we directly or indirectly receive remuneration or payment.
- d. This may include incidental disclosures of your protected health information to voice activated devices in your residence. We will make best efforts to implement proper controls to maintain privacy and security.
- e. Other uses or disclosures of protected health information that are not described in this notice.

3. Uses or disclosures made pursuant to your verbal agreement.

We may use or disclose your protected health information, pursuant to your verbal agreement, for purposes of including you in our organization directory or for purposes of releasing information to persons involved in your care as described below.

- a. **Organization directory.** We may use or disclose certain limited protected health information about you in our organization directory while you are a Resident/Client at our organization. This information may include your name, your assigned unit and room number, your religious affiliation, and a phone number. Your religious affiliation may be given to a member of the clergy. The directory information, except for religious affiliation and phone number may be given to people who ask for you by name.
- b. **Individuals involved in your care.** We may disclose your protected health information to individuals, such as family and friends, who are involved in your care or who help pay for your care. This disclosure may be face to face, by phone or by electronic mail. We also may disclose your protected health information to a person or organization assisting in disaster relief efforts for the purpose of notifying your family or friends involved in your care about your condition, status, and location.

4. Uses or disclosures required by law.

We may use or disclose your information where such uses or disclosures are required by federal, state, or local law.

- a. **Public health activities.** We may use or disclose your protected health information to public health authorities that are authorized by law to receive and collect protected health information for the purpose of preventing or controlling disease, injury, or disability. We may use or disclose your protected health information for the following purposes:
 - i. To report births and deaths
 - ii. To report suspected or actual abuse, neglect, or domestic violence involving a child or an adult
 - iii. To report adverse reactions to medications or problems with health care products
 - iv. To notify individuals of product recalls
 - v. To notify an individual who may have been exposed to a disease or may be at risk for spreading or contracting a disease or condition
- b. **Judicial or administrative proceedings.** We may use or disclose your protected health information to courts or administrative agencies charged with the authority to hear and resolve lawsuits or disputes. We may disclose your protected health information pursuant to a court order, a subpoena, a discovery request, or other lawful process issued by a judge or other person involved in the dispute, but only if efforts

have been made to (i) notify you of the request for disclosure or (ii) obtain an order protecting your protected health information.

- c. **Law Enforcement official.** We may use or disclose your protected health information in response to a request received from a law enforcement official for the following purposes:
 - i. In response to a court order, subpoena, warrant, summons, or similar lawful process
 - ii. To identify or locate a suspect, fugitive, material witness, or missing person
 - iii. Regarding a victim of a crime if, under certain limited circumstances, we are unable to obtain the person's agreement
 - iv. To report a death that we believe may be the result of criminal conduct
 - v. To report criminal conduct at our organization
 - vi. In emergency situations, to report a crime – the location of the crime and possible victims; or the identity, description, or location of the individual who committed the crime

5. **Uses or disclosures permitted by law.**

Certain state and federal laws and regulations either require or permit us to make certain uses or disclosures of your protected health information without your permission. These uses or disclosures are generally made to meet public health reporting obligations or to ensure the health and safety of the public at large. The uses or disclosures, which we may make pursuant to these laws and regulations, include the following:

- a. **Health oversight activities.** We may use or disclose your protected health information to a health oversight agency that is authorized by law to conduct health oversight activities. These oversight activities may include audits, investigations, inspections, or licensure and certification surveys. These activities are necessary for the government to monitor the persons or organizations that provide health care to individuals and to ensure compliance with applicable state and federal laws and regulations.
- b. **Worker's compensation.** We may use or disclose your protected health information to worker's compensation programs when your health condition arises out of a work-related illness or injury.
- c. **Coroners, medical examiners, or funeral directors.** We may use or disclose your protected health information to a coroner or medical

examiner for the purpose of identifying a deceased individual or to determine the cause of death. We also may use or disclose your protected health information to a funeral director for the purpose of carrying out his/her necessary activities.

- d. Organ procurement organizations or tissue banks.** If you are an organ donor, we may use or disclose your protected health information to organizations that handle organ procurement, transplantation, or tissue banking for the purpose of facilitating organ or tissue donation or transplantation.
- e. Research.** We may use or disclose your protected health information for research purposes under certain limited circumstances. Because all research projects are subject to a special approval process, we will not use or disclose your protected health information for research purposes until the particular research project for which your protected health information may be used or disclosed has been approved through this special approval process. However, we may use or disclose your protected health information to individuals preparing to conduct the research project in order to assist them in identifying Resident/Clients with specific health care needs who may qualify to participate in the research project. Any use or disclosure of your protected health information which may be done for the purpose of identifying qualified participants will be conducted onsite at our organization. In most instances, we will ask for your specific permission to use or disclose your protected health information if the researcher will have access to your name, address, or other identifying information.
- f. To avert a serious threat to health or safety.** We may use or disclose your protected health information when necessary to prevent a serious threat to the health or safety of you or other individuals. Any such use or disclosure would be made solely to the individual(s) or organization(s) that have the ability and/or authority to assist in preventing the threat.
- g. Military and veterans.** If you are a member of the armed forces, we may use or disclose your protected health information as required by military command authorities.
- h. National security and intelligence activities.** We may use or disclose your protected health information to authorized federal officials for purposes of intelligence, counterintelligence, and other national security activities, as authorized by law.

- i. **Fundraising.** We are permitted to use and disclose your protected health information to raise funds from you for our organization. If you do not wish to receive fundraising communications from us, we must provide you with an option to opt out of receipt of such communications.

To discontinue receipt of fundraising communications, you must direct your request to the Foundations Department at sg-foundation_department@crosskeysvillage.org or by phone at 717-624-5208.

6. **Special Rules Regarding Substance Abuse Treatment**

Records that were created by drug and alcohol treatment programs, such as an inpatient or outpatient treatment center specifically designed to treat substance abuse, are entitled to additional specific protections. To the extent we receive any information from a Substance Abuse Treatment center, we will not use or disclose such information in a civil, criminal, administrative or legislative proceeding against you unless you consent to such disclosure, or we receive a court order permitting us to disclose such information. We will not disclose such information unless compelled by appropriate legal process, such as a subpoena or legal request compelling disclosure and accompanied by a legitimate court order.

Information disclosed pursuant to this notice may be subject to redisclosure by the recipient and no longer protected by these provisions.

D. Your rights regarding your protected health information

You have the following rights regarding your protected health information, which we create and/or maintain:

1. **Right to inspect and copy.** You have the right to inspect and copy protected health information that may be used to make decisions about your care. Generally, this includes medical and billing records but does not include psychotherapy notes.

To inspect and copy your protected health information, you must submit your request in writing to Christy Beckner, Compliance Official or Jennifer Holcomb, Chief Clinical Integration Officer. If you request a copy of the information, we may charge a fee for the costs of copying, mailing, or other supplies associated with your request.

We may deny your request to inspect and copy your protected health information in certain limited circumstances. If you are denied access to

your protected health information, you may request that the denial be reviewed. Another licensed health care professional selected by our organization will review your request and the denial. The person conducting the review will not be the person who initially denied your request. We will comply with the outcome of this review.

2. **Right to request an amendment.** If you feel that the protected health information we have about you is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment for as long as the information is kept by or for our organization.

To request an amendment, your request must be made in writing and submitted to Christy Beckner, Compliance Official or Jennifer Holcomb, Chief Clinical Integration Officer. In addition, you must provide us with a reason that supports your request.

We may deny your request for an amendment if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that

- a. was not created by us, unless the person or entity that created the information is no longer available to make the amendment
- b. is not part of the protected health information kept by or for our organization
- c. is not part of the information which you would be permitted to inspect and copy
- d. is accurate and complete

3. **Right to an accounting of disclosures.** You have the right to request an accounting of the disclosures which we have made of your protected health information. This accounting will not include disclosures of protected health information that we made for purposes of treatment, payment, or health care operations.

To request an accounting of disclosures, you must submit your request in writing to Christy Beckner, Compliance Official or Jennifer Holcomb, Chief Clinical Integration Officer. Your request must state a time period, which may not be longer than six (6) years prior to the date of your request and may not include dates before April 14, 2003. Your request should indicate in what form you want to receive the accounting (for example, on paper or via electronic means). The first accounting that you

request within a twelve (12)-month period will be free. For additional accountings, we may charge you for the costs of providing the accounting. We will notify you of the cost involved, and you may choose to withdraw or modify your request at that time before any costs are incurred.

4. **Right to request restrictions.** You have a right to which we must agree to request that we not disclose to your health plan information about treatment that we provide to you so long as you have separately paid us for the service or treatment involved. You also have the right to request a restriction or limitation on other protected health information for which your health plan does make payment, and we use or disclose about you for treatment, payment, or health care operations. We are not required to agree with your request. You also have the right to request a limit on the protected health information we disclose about you to someone, such as a family member or friend, who is involved in your care or in the payment of your care. For example, you could ask that we not use or disclose information regarding a particular treatment that you received.

Unless the request involves disclosures to your health plan about treatment for which you have paid, we are not required to agree to your request. If we do agree, we will comply with your request unless the information is needed to provide emergency treatment to you.

To request restrictions, you must make your request in writing to Christy Beckner, Compliance Official or Jennifer Holcomb, Chief Clinical Integration Officer. In your request, you must tell us (a) what information you want to limit; (b) whether you want to limit our use, disclosure or both; and (c) to whom you want the limits to apply (for example, disclosures to a family member).

5. **Right to request confidential communications.** You have the right to request that we communicate with you about your healthcare in a certain way or at a certain location. For example, you can ask that we only contact you by mail.

To request confidential communications, you must make your request in writing to Christy Beckner, Compliance Official or Jennifer Holcomb, Chief Clinical Integration Officer. We will not ask you the reason for your request. We will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.

6. **Right to be Notified of a Breach.** If we improperly permit acquisition, access, use or disclose protected health information about you in a

harmful manner, we are required to send, and you have a right to receive, a notice from us informing you about the circumstances involved.

7. **Right to a paper copy of this notice.** You have the right to receive a paper copy of this notice. You may ask us to give you a copy of this Notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice.

You may obtain a copy of this notice at our Web site at <https://www.crosskeysvillage.org/privacy-policy/>.

To obtain a paper copy of this notice, contact Christy Beckner, Compliance Official at 717-624-5395 or c.beckner@crosskeysvillage.org.

F. Complaints

If you believe your privacy rights have been violated, you may file a complaint with our organization, by using our confidential hotline service, the AQORD Compliance Line at 1-800-211-2713 or with the secretary of the Department of Health and Human Services/OCR. To file a complaint with our organization or if you have any questions regarding this notice, contact:

Privacy Contact for Cross Keys Village-The Brethren Home Community

Cross Keys Village-The Brethren Home Community
2990 Carlisle Pike
New Oxford, PA 17350
www.crosskeysvillage.org

Christy Beckner
Compliance Official
717-624-5395
c.beckner@crosskeysvillage.org

All complaints must be submitted in writing.

You will NOT be penalized for filing a complaint.