



Penobscot Shores

Life with a view



# RESIDENT HANDBOOK

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## **Section 1 BOARD OF DIRECTORS**

The Cottages and Apartments at Penobscot Shores are independent living units, owned in a cooperative format. Its Board of Directors governs the Cooperative. The five-member board is comprised of two resident shareholders and three representatives appointed by Waldo County Healthcare Management Company.

Duties & responsibilities of the Board of Directors include

- Determine eligibility for membership
- Contract for management services.
- Contract for accounting services.
- Procure necessary insurances.
- Establish residency fees
- Approve annual budget
- Determine policies for operations.
- Maintain valuation of membership shares

## **Section 2 MANAGEMENT RESPONSIBILITY**

As set forth in the management agreement between the Penobscot Shores Association and Waldo County Healthcare Management Company (WCHMC), WCHMC is the exclusive managing agent for Penobscot Shores. The volunteer Board of Directors of WCHMC has overall responsibility for management policies and activities. Day-to-day management operations is the responsibility of the Penobscot Shores Executive Director who reports directly to the Senior Director for Senior Living Services of Coastal Healthcare Alliance (CHA). CHA is a community healthcare system dedicated to caring for the sick and injured and to improving the health and quality of life of the people of mid-coast Maine. CHA is a member of the MaineHealth Family.

To meet its management obligations, Waldo County Healthcare Management Company retains a variety of staff for Penobscot Shores operations and will also establish contracts with outside providers for additional services.

The Executive Director of Penobscot Shores meets with residents of Penobscot Shores monthly to discuss any questions and/or concerns residents may have at the Resident Meeting. There is also a Suggestion Box for feedback to management on the Penobscot Shores website Resident Portal (password: honeybees) and a physical box by the mailboxes.

## **Section 3 EMERGENCY RESPONSE PROCEDURES & SECURITY**

### **A. EMERGENCY RESPONSE**

Each residential unit at Penobscot Shores is offered an emergency medical alert system. The purpose of the alert system is to solicit immediate assistance in the event of an emergency. Examples of emergencies that warrant use of the call system include sudden onset of chest pain, respiratory distress, or a fall. The system should not be used for minor illnesses or non-emergency situations. When activated, the system will send the message to the 24-hour a day monitoring center which is staffed by trained professionals. If warranted, local EMS are notified by the monitoring center.

An ambulance may also be summoned by dialing: 911

## B. FIRE

- **In case of a fire in the Ocean House - DO NOT** attempt to use the elevator. If you are on the elevator when the alarm sounds, it will return to the lobby, the door will open so that you can exit, and it will lock out on the main floor so that it cannot be used.
- **When you hear the alarm sound, and/or see the fire alarm strobe lights, leave the building by using the nearest exit.....keeping in mind the following safety techniques.**
  - Always check for fire or smoke before exiting the room you are located in.
  - Use the back of your hand to test closed doors for heat, if not hot, open it just a crack and smell for smoke, if clear proceed quickly to the nearest exit.
  - If your nearest exit is blocked by smoke or fire, chose an alternate route.
- If the fire starts in your apartment, leave the apartment, closing the door behind you.
  - Pull one of the alarm boxes by the exit doors as you exit the building. This will trigger the alarm, alerting other residents and calling the Fire Department.
  - **Never return to the building** for any reason until staff or the fire department give the all clear notice.
- Gather in one of two gathering places; by the bird bath flower garden in the courtyard or by the north end of the carport near the large “Office” sign.
- Wait until staff or the fire department gives the “all clear” before reentering the building.
- **What to do if you are unable to safely evacuate the building:**
  - Unlock, but do not open your door to the hallway.
  - Wait inside by your balcony door for rescue by the Belfast Fire Department.

The Ocean House is equipped with both sprinkler and smoke alarm systems. The sprinkler system is triggered by heat and is set off by the fire itself. Only the sprinkler heads triggered by heat will go off. The smoke alarms in the common areas are triggered by smoke. Both are centrally wired to trigger the fire alarm for the entire building. This alarm alerts Seacoast Security which first calls the Fire Department and then the Waldo County Hospital Security Department.

The apartments are independently wired with smoke detectors that do not trigger the main system. If there is smoke or fire in an apartment, there are pull fireboxes in the hallway that when pulled will activate the main system. The attached Ocean House floor plan on page 5 shows the location of exits, fire alarm pull boxes and extinguishers; please take the time to familiarize yourself with this. We conduct fire drills periodically, so that you can become familiar with the emergency procedures.

Belfast Fire Department and Waldo County General Hospital Security Staff are kept informed of residents who may be unable to use the stairs to evacuate the building. There is a special security box in the vestibule that holds a set of master keys.

**The cottages** are wired with smoke detectors. These are not connected to the Ocean House alarm system. In case of fire, cottage residents **must dial 911** to notify the fire department.

## C. CANDLES & OPEN FLAMES

Due to fire code, candle or open flames are not permitted in the Ocean House.



#### **D. POWER FAILURES**

In the event of a power failure, the Ocean House's generator will be activated automatically. The generator provides:

- heat for the Ocean House;
- emergency lighting in the hallways;
- power for emergency systems;
- emergency outlets (red covers) in dining room area and kitchen.

Power outages do not affect your emergency response system unless you have Spectrum phone. Please note calls to the main office during or just after a power outage may not provide you with an immediate response as the staff may be busy responding to the outage. We will get an update to you via OneCallNow ASAP.

#### **E. SECURITY**

Entrance doors to the Ocean House are locked at all times when the administrative office is not open. Residents and select Penobscot Shores staff have keys to the building. Visitors seeking to enter the building may press an intercom button in the vestibule which tones in a resident's unit. Upon screening the visitor's call, the resident may activate the door lock release and permit the visitor's entry to the building.

At dusk, the lighting of all entrances to the building, walkways and roadways, and parking areas is activated. Lighting on the road around the campus and at the cottages will also be activated. The hospital security personnel provide additional security by periodically driving through the Penobscot Shores campus and entering Ocean House during nighttime and weekend hours.

### **Section 4 PENOBSCOT SHORES SERVICES**

#### **A. APARTMENT OR COTTAGE RENTAL**

If you are interested in subletting your apartment or cottage, contact the Sales & Marketing Director or Executive Director for details.

#### **B. COMMON AREAS**

Common areas such as the library, craft room and exercise room may be reserved by appointment. Check with the Front Desk to schedule the area, date, and time. Advance notice is appreciated.

#### **C. EXERCISE PROGRAM**

Chair Yoga classes are held Monday, Wednesday and Friday from 10 AM to 11 AM live and via Zoom. Programs are offered free to all residents. Periodically a Yoga instructor may offer additional programs. There is NuStep exercise machine available in the Craft Room.

#### **D. HAIR SALON**

There is a hair salon on site. Payments for services provided by the hair stylist are made directly to her. Check with the Office for contact information.

#### **E. HEALTH HISTORY RECORDS**

Because your primary care provider and the hospital use an electronic health record, paper records are not maintained by Penobscot Shores. If you have a Living Will and/or Healthcare Power of Attorney, it is

suggested that a copy be given to the Population Health Coordinator for inclusion in your electronic file. All health records are confidential information and will not be disclosed to anyone without your written permission.

#### **F. HOUSEKEEPING SERVICES**

Housekeeping services are available at a cost. (1/2-half hour minimum per visit) Contact the Front Desk for cost and to make arrangements for the service.

#### **G. LAUNDRY**

Laundry services are available for large items such as comforters. Please contact the Front Desk or Housekeeping. The cost will be added to your monthly bill.

#### **H. LIBRARY**

The Library is located on the first floor of the Ocean House. Residents are welcome to browse the collection and borrow books by signing them out on the book by the hallway door. The Library also serves as a comfortable setting for Fireside Chats, Book Club, movies, knitting group and social gatherings.

#### **I. LOST AND FOUND**

Found items are kept in the closet by the mailboxes. If you have lost something, you can also check at the Front Desk.

#### **J. MAIL**

There are U.S. Mail and in-house mailboxes in the hallway of the Ocean House Lobby where residents may receive mail and messages. Small packages for apartment residents are left on the nearby table; larger packages may be left with the Front Desk.

##### **1. U. S. MAIL**

U.S. Mail is delivered and picked up Monday through Saturday. Each apartment has a mailbox; the boxes are fitted with locks and labeled with the apartment number. Each cottage has a mailbox in their outside entryway to the cottage. (If you need postage stamps, stamp request envelopes along with a check may be left for the mail carrier in your mailbox; they will in-turn deliver your stamps the following day back in your mailbox). The Front Desk also sells stamps in small quantities.

##### **2. IN-HOUSE PENOBSCOT SHORES MAIL**

Personal notes, memos, flyers, calendars, menus, etc. may be placed in the in-house mail boxes. There are In-House mail holders for each cottage and each apartment. The numbers corresponding to your cottage or apartment are on each holder.

#### **K. FRONT DESK SERVICES**

Small quantities of black and white copies are free. There is a fee for color prints. For double sided color copies, please double the price of a single color copy. Please leave your money with the Front Desk. A three-hole punch and cutting board are also available. The honor system prevails. Front Desk hours: Monday - Friday 8:00 AM - 4:00 PM.



**L. POPULATION HEALTH SERVICES**

The Population Health Coordinator at Penobscot Shores is routinely on-site. They are available for health related reasons, such as blood pressure checks, minor illness screening, or answering your questions related to health and wellness including assistance with accessing primary or specialty care providers. They may assist in coordinating home health care services, if necessary. Please contact her to schedule a visit to your home.

The Population Healthcare Coordinator may arrange Wellness Programs on a variety of topics. They are always open to ideas for new programs. Upcoming programs will be noted on the monthly calendar.

**M. PUBLICATIONS & NOTIFICATIONS**

Penobscot Shores distributes a monthly calendar, an internal monthly newsletter, and a quarterly public newsletter. Posters are posted on the bulletin board by the mailboxes, in the lobby and by email. Our OneCallNow telephone system is used to notify residents of urgent and informative happenings.

**N. TRANSPORTATION**

**1. PENOBSCOT SHORES VAN TRANSPORTATION SERVICE**

The Penobscot Shores Van makes trips to Hannaford’s Grocery Store in Belfast once or twice weekly weather permitting. The van departs Penobscot Shores at the times noted on the monthly calendar. Twenty-four (24) hour advance notice is required for all personal appointments, if possible and allow for a return to Penobscot Shores by 3:00 PM.

Transportation for doctor visits is provided at no charge within a (30) thirty-mile radius of Penobscot Shores. Transportation provided outside the (30) thirty-mile radius is charged at the hourly maintenance rate per hour, which includes waiting time. If the weather is threatening or the temperature is below zero degrees, the van will not run.

**2. PENOBSCOT SHORES SPECIAL TRIPS**

Throughout the year, the Activities Committee may plan special trips to museums, gardens, wineries, etc. Watch your monthly calendar for details.

**3. CHURCH SERVICES**

To arrange transportation to church services, call the office at your church. Each secretary can give you a list of fellow church members who provide transportation to Sunday Services and other church events.

**4. WALDO COUNTY PUBLIC TRANSPORTATION**

Waldo County Public Transportation is also available to pick you up at Penobscot Shores, and return you there. Reservations call: 338-4769, to obtain schedule and pricing.

**5. BUS SERVICE**

Concord Coach Lines provides transportation from the Circle K Convenience Store on Belmont Ave. in Belfast. For an updated schedule call: 338-0306.

## O. TRASH REMOVAL

### 1. TRASH PICK-UP SCHEDULE

**OCEAN HOUSE RESIDENTS:** Your trash is picked up daily. (Monday – Friday) Please put your plastic trash bags outside your door before 7:00 AM.

**COTTAGE RESIDENTS:** Your trash is picked up on Tuesdays and Fridays. Please put your covered trash containers out in front of your garage by 8:00 AM. Please store trash containers inside your garage, and use trash bags at all times.

The discard of large items (i.e. TV, Radio, Computers, etc.) may have a charge for removal.

### 2. RECYCLING

**Cottage Residents' Recycling** is picked up on Thursdays; please have your container set out by 8:00 AM. **Ocean House Residents** pick up is Monday thru Friday. We use the Zero Sort Method; please see the information on the next page for what is and is not acceptable. No dirty containers; everything must be rinsed or clean. When in question, throw it in the garbage.







### 3. RETURNABLES

The proceeds for all returnable bottles and cans goes to the Activities Committee.

**COTTAGE RESIDENTS:** Please put your returnables out Fridays in a separate bag from the trash.

**OCEAN HOUSE:** Please put your returnables out Monday thru Fridays in a separate bag from the trash.

## ZERO-SORT: HOW RECYCLING GETS DONE

 <p><b>GLASS BOTTLES &amp; JARS</b></p> <ul style="list-style-type: none"><li>✓ <b>Rinse clean.</b> Food and beverage containers only.</li><li>⊗ No light bulbs, Pyrex, drinking glasses, window panes, or ceramics.</li></ul>	 <p><b>CORRUGATED CARDBOARD</b></p> <p>Boxes with a wavy center layer.</p> <ul style="list-style-type: none"><li>✓ <b>Empty.</b> Staples, tape, and labels are OK.</li><li>⊗ No oil, paint, or chemical stained, wet unclean, or wax-coated cardboard. No strapping or string. No plastic, filmy, or foam packing materials.</li></ul>	 <p><b>SHREDDED PAPER</b></p> <p>Confidential Documents.</p> <ul style="list-style-type: none"><li>✓ <b>Place in clear plastic bags and tie bag shut.</b></li><li>⊗ No shredded plastic (credit cards, etc.)</li></ul>
 <p><b>METAL AEROSOL CANS (EMPTY)</b></p> <p><b>HAZARDOUS CHEMICALS</b></p> <ul style="list-style-type: none"><li>✓ <b>Separate cap from container.</b> Do not puncture cans.</li><li>⊗ No full or partially full containers. Deliver paint, cleansers, automotive sprays, and other hazardous fluids to local hazardous waste disposal site.</li></ul>	 <p><b>ENVELOPES &amp; OPENED MAIL</b></p> <p>White, colored, gummed, and window envelopes.</p> <ul style="list-style-type: none"><li>✓ <b>Remove non-paper enclosures.</b> (e.g., CDs, plastic cards, etc.) and strings. Labels are OK.</li><li>⊗ No Tyvek or plastic envelopes. No bubble wrap padded mailers.</li></ul>	 <p><b>WHITE &amp; COLORED PAPER</b></p> <p>Printed, letterhead, copier paper, glossy flyers &amp; brochures, file folders, craft paper, manilla folders, index cards, construction paper, non-metallic wrapping paper, tissue paper &amp; cards.</p> <ul style="list-style-type: none"><li>✓ <b>Must be clean and dry.</b> No need to remove plastic tabs, paper clips &amp; metal hanging-file strips. Staples are also OK.</li><li>⊗ No pressure-sensitive duplication forms. No foil paper. No paper towels or facial tissue. No stickers or sticker backing material.</li></ul>
 <p><b>ALUMINUM CANS, FOIL, AND PIE PLATES</b></p> <ul style="list-style-type: none"><li>✓ <b>Rinse clean.</b></li><li>⊗ No aluminum with stuck-on food or grease.</li></ul>	 <p><b>MAGAZINES &amp; SOFT-COVER BOOKS</b></p> <p>Glue or staple-bound publications, paperback books, phone books, catalogs, etc.</p> <ul style="list-style-type: none"><li>✓ <b>Must be clean and dry.</b> Phone books are OK year-round.</li><li>⊗ No plastic wrapping, CDs or plastic covers.</li></ul>	 <p><b>PLASTICS 1-7 &amp; RIGID PLASTICS</b></p> <p>Containers, bottles &amp; jugs for foods, beverages, beauty, and cleaning products, detergents, dairy tubs (yogurt, sour cream, etc.) 5 gallon pails, laundry baskets, sieves, take-out containers, flower pots and trays, and frozen-food trays. Minimum size: 2" on any 2 sides.</p> <ul style="list-style-type: none"><li>✓ <b>Rinse clean.</b></li><li>⊗ No filmy or pliable plastic (grocery bags, bubble wrap, etc.). No foam polystyrene (Styrofoam) products such as cups, take-out containers, packaging blocks and peanuts, etc. No housewares, office products, etc. No motor oil containers or electronics housing. No biodegradable plastics (PLA), fiber</li></ul>
 <p><b>METAL CANS</b></p> <ul style="list-style-type: none"><li>✓ <b>Rinse clean.</b> Food and beverage cans only. Labels are OK. Can lids are OK placed inside the cans.</li><li>⊗ No oil filters or scrap metal.</li></ul>	 <p><b>NEWSPAPER</b></p> <p>All sections and inserts</p> <ul style="list-style-type: none"><li>✓ <b>Must be clean and dry.</b> Remove from plastic bags. Do not tie with string.</li><li>⊗ None That are contaminated with food, paint, oil, pet waste, etc. No plastic bags.</li></ul>	
 <p><b>BOXBOARD</b></p> <p>Cereal, shoe, and dry-food boxes, soda carries, paper egg cartons, tissue boxes, paper towel and toilet paper cores</p> <ul style="list-style-type: none"><li>✓ <b>Empty.</b> Remove and discard plastic liners.</li><li>⊗ No styrofoam cups. No stuck-on food or grease.</li></ul>		

LEARN ABOUT OTHER RESOURCE SOLUTIONS: [CASELLA.COM](http://CASELLA.COM) LEARN MORE: [ZEROSORT.COM](http://ZEROSORT.COM) (800) 639-6205

## **Section 5 DINING SERVICES**

### **A. ALCOHOLIC BEVERAGES**

Because we sell beer and wine, residents cannot bring their own beer, wine or other alcoholic beverages to the dining room with them.

### **B. CANCELLATIONS**

If you must cancel your dining room reservation(s), please do so before 2:00 PM. We will save money on both food and labor cost if cancellations are made early in the day.

### **C. CATERING**

The chefs are pleased to offer catering for small gatherings held within the Ocean House and some take-out. Please contact them directly at 505-3807.

### **D. DINING ATTIRE**

We have a business casual dress code for our dining room which means comfortable... yet polished. For children under 12, footwear and suitable attire is required.

### **E. DINING PROGRAM FEE & BILLING**

At the end of each meal, diners are requested to sign a receipt for the meal. At the beginning of each month, shareholders receive a bill for the dining program and all meals taken during the previous month. The dining program fee covers the first meal from the previous month if taken. Meals are charged based on the following price schedule.

Check with the Office on pricing.

### **F. GUESTS**

Under normal circumstances guests are welcome in the dining room. Please make your reservation at least 24 hours in advance. Guests may purchase dinner to be billed to your account or paid at the time of service by check only. If infection prevention measures are required due to community outbreaks, guest dining may be suspended.

### **G. MENUS**

Menus are printed weekly on Thursday, delivered via email and a copy is placed in each resident's Ocean House in-house mail box with a request to either go online to the Penobscot Shores website Resident Portal [www.penobscotshores.com](http://www.penobscotshores.com) (password is "honeybees") or hand in a paper copy by Friday before 2 PM. Special holiday meal menus are available in advance.

### **H. MEAL DELIVERY**

Delivery of meals to apartments and cottages is also available; please indicate this on your menu.

### **I. DINING SCHEDULE**

The Dining Room receives diners from 5:30-6:00 PM for evening meals; Holiday meal schedules may vary; check with the Office for holiday schedules.

### **J. SPECIAL REQUESTS**

Our chef is happy to accommodate any special request with advance notice.

## **K. TIPPING**

Tipping is prohibited. Penobscot Shores is your home, and you have been promised particular services as part of your rental/purchase agreement. Therefore gratuities, tips, and gifts of all kinds as well as exchanges and sales of articles from residents to employees, are strictly prohibited. Employees who accept such gifts from residents risk losing their jobs.

## **Section 6 BUILDING & GROUNDS**

The residents of Penobscot Shores want this to be an attractive and friendly community. In the interest of simplicity, the following list is short and not comprehensive. Residents should consult the manager prior to making any modification that will affect the exterior appearance of the buildings or the grounds. Interior and exterior building maintenance and repairs and replacement are the responsibility of the maintenance staff. This includes all fixtures and appliances.

Requests for repairs/investigation of a problem should be called to the Front Desk or emailed to [PSOffice@wcmh.org](mailto:PSOffice@wcmh.org). Report all maintenance problems as early in the day as possible. Please do not try to fix or adjust things on your own. You may jeopardize our warranty or service contract.

If you have a maintenance emergency in the evening or on the weekend, call Penobscot Shores at 338-2332. Choose Option #4, and you will be connected to a member of the management staff who is on-Call.

### **A. ANTENNAE: WIRE OR DISH**

TV satellite dishes may be used per FCC regulations and are subject to prior approval by management.

### **B. AWNINGS, PENTAWINGS, UMBRELLAS**

These may be used within the deck areas. The color, material, and style must be compatible with the building and are subject to management approval. Winter storage is the resident's responsibility. Screened decks are not permitted.

### **C. CHAIRS, TABLES AND OTHER PORTABLE ITEMS**

When placed on lawns they should be moved periodically to prevent damage to grass and should be removed by residents for mowing.

If deck and lawn furniture is left on the decks during the winter months, it should be stored neatly. If covered, neat and tight fitting covers should be used and these should be of a color that will blend with the buildings. Winter storage is the responsibility of the owner.

### **D. EXTERIOR LIGHTS**

The only exterior lighting that may be added to cottage units is a sensor light, for security purposes. Lights on the exterior of cottages or in windows for holiday celebrations are allowed if not intrusive to neighbors. Lights may only be illuminated from dusk to 10 PM four (4) weeks prior to and no longer than four (4) weeks after the holiday. Floodlights may not be used. With management approval small spot lights may be used to illuminate an external wreath.

Decorations other than aforementioned lights (holiday or otherwise) are not permitted on lawns, roofs or attached to the buildings. Specifically decorations that make noise, have flashing lights, play music or are inflatable are not allowed.

**E. FENCES AND LIVING SCREENS**

Decorative plant containers may be used on decks and within cottage private garden and cottage main entrance areas. Containers may not be permanently attached to the building. Residents are responsible for maintenance and winter storage of containers. Free standing trellises and other plant supports may be used within private bed areas.

**F. FLAGS**

Individual flagstuffs may be attached to residences, subject to management approval.

**G. GRILLS**

For safety reasons, only propane, containerized natural gas, and electric grills are permitted on outdoor decks. It is recommended that gas tanks not be stored inside.

**H. INSURANCE**

The insurance maintained by Cooperative does not cover Resident's personal property or damages for injuries occurring in the Unit. Residents should purchase personal property (i.e., tenant's insurance) and liability insurance covering the contents of, and occurrences within, the Unit or as a result of Resident's actions.

**I. KEY REQUESTS**

Each resident is given a key for their apartment or cottage along with one lobby key. Additional keys may be requested in the office. A key charge will be added to the next monthly bill.

**J. LANDSCAPING & GROUNDS MAINTENANCE**

Care & maintenances of lawns, native trees and shrubs, and other natural vegetation around the grounds and plants and beds in the front of the cottages are the responsibility of management. Areas around cottages designated within the master landscape plan as "private bed" areas may be planted by residents. These are primarily the side and back yard areas. Maintenance of these areas, if planted, is the resident's responsibility. The planting of trees, shrubs and perennials outside private bed areas is not permitted; however low growing annuals may be used with discretion. Colors and quantity should be compatible with the permanent landscape planting.

Shrubs, trees and flowers around the cottages may be watered, when needed, by residents. Lawns should not be watered during hot, dry periods when grasses become naturally dormant since such watering is neither helpful nor cost effective.

A single statuary, garden ornaments or a birdbath may be used with discretion within each plant bed area and should be harmonious with the surroundings and not offensive to other residents. These items may not exceed the lower window height.

Community garden boxes near the Ocean House are on a first come, first serve basis request.

**K. PARKING / CARPORTS**

Covered parking is available to apartment residents for a rental fee. Uncovered parking is available for residents, visitors, and guests.

Cottage residents, should park their vehicle in the garage. However, a licensed passenger vehicle may be parked on the community driveways in front of the garage door for short periods of time. If residents have more than 1 car, the second car should be parked on the paved parking areas adjacent to Ocean House.

Residents' RVs, boats, trucks, trailers, etc. are to be stored elsewhere, except that these may be brought onto the property for short periods with management approval. A guest traveling in a recreational vehicle may park up to five days in a resident's driveway but then it is expected that the resident will park his/her vehicle in the garage or near Ocean House. Such guest vehicles must park so that entrance and egress by all residents is not impeded.

#### **L. SIGNS**

Cottage residents may place a free standing name sign in front of their unit within a mulched plant bed. All other signs are the responsibility of the management. Display of political signs is not allowed.

#### **M. SNOW REMOVAL/ROAD AND WALKWAY TREATMENTS**

Sanding (salting as warranted) of roads will occur during icy conditions. Pet friendly ice melt is used on walkways. Plowing occurs with storms that exceed 2 inches of accumulation.

During a snowstorm, the priority is to keep the main road open, and every effort is made to keep walkways clear for accessibility to buildings by emergency personnel. When the snow has subsided, the following order of priority has been set for snow removal:

1. Individual cottage driveways and Ocean House parking areas are plowed;
2. Paths and exits are cleared (Ocean House and Cottages; and open parking and carport areas at Ocean House are cleaned out.
3. Cars in open parking at Ocean House are brushed off by staff or volunteers. Ocean House: To assist with proper snow removal, residents will be asked to move their vehicle so that the lot can be cleaned as thoroughly as possible. If preferred, residents may leave a set of car keys at the Front Desk for staff to move the vehicle. If snow is predicted and you have a guest staying overnight, please notify the Front Desk so that we know where to call when parking lot clearing is underway.

Cottages: Prior to the storm please put your car in your garage. Second vehicles must be parked at the Ocean House open parking and not left in cottage driveway turnarounds.

All residents: For your safety, **PLEASE** avoid walking on roadways during a storm.

#### **N. SPECIAL MAINTENANCE SERVICES**

If you have a project that you would rather not tackle yourself, the maintenance staff is available to you at an hourly rate. There will, of course, be an additional charge for materials. The total amount will be included on your monthly statement. In some cases, we will provide competent, efficient contractors if needed.

#### **O. WIND CHIMES**

Wind chimes are permissible with management approval and provided they are not objectionable to neighbors in cottages. However, in Ocean House, wind chimes are prohibited due to the proximity of neighbors.

## Section 7 UTILITIES

1. **Spectrum** 1-855-243-8892 for cable, Internet and phone. Penobscot Shores is wired for cable television and Internet.
2. **Central Maine Power (CMP)** Electric Service ..... 1-800-565-0121  
New shareholders must contact (CMP) to have service put into their name; electricity is included in rentals. Please give address, name of previous owner, and meter number if available.
3. **Maritime Energy** Contact: Chris Seavey 596-0986 ext. 128  
**COTTAGE RESIDENTS ONLY!**  
Please call to change billing into your name. Give your cottage address. You begin with a full tank of oil, and when you vacate, you are required to leave a full tank of oil.
4. **Consolidated Communications** for TV, Internet and Phone .....1-844-968-7224
5. **WIFI** is available in the Library and the Lobby to residents and guests. Check with the Front Desk for the current password.

## **Section 8 PETS**

### **PENOBSCOT SHORES PET POLICY**

In order to make community living at Penobscot Shores a pleasant experience for everyone, we have established the following pet policy. The purpose of this policy is to establish a guideline that will recognize the safety and comfort of all of the members of Penobscot Shores.

#### **GENERAL**

- All pets must be neutered or spayed.
- All pets must have current rabies and distemper shots.
- Pets must be licensed in accordance with local law.
- Owners are responsible for the behavior of their pets at all times and bear sole liability for any consequences of that behavior.
- Pets must be kept within the confines of the owner's unit or on a leash at all times.
- Pets must not interfere with the safety and comfort of other members of the Penobscot Shores Community.
- Members are fully responsible for cleaning up after their pets, both in and outside the unit.
- Members agree to keep their pets clean and free of fleas, mites, etc.
- Members agree to provide the management of Penobscot Shores with verification of shots, licensing, and neutering.
- Members acknowledge that the presence of pets may necessitate periodic pest control precautions. Pet owners agree to cooperate with these efforts and accept responsibility for additional cost which may be incurred.
- There will be no more than two (2) pets per unit.
- In the Ocean House dogs 35 lbs. or less are allowed.
- The following common domestic pets shall be allowed; dogs, cats, caged birds, hamsters, and gerbils.



## **Section 9 COMMITTEES**

All committee meetings are open to the Penobscot Shores community at large. Attendance by any resident or owner, either curious or interested in becoming a member, is encouraged. Your monthly calendar lists the time, date, and location of committee meetings. Each committee has a resident chairperson. The following is a description of each committee.

### **A. ACTIVITIES COMMITTEE**

The Penobscot Shores Activities Committee meets to plan activities, programs, and special events for Penobscot Shores residents. They also plan special programs and trips for residents. Meetings are open to all Penobscot Shores residents. Your feedback on activities and programs is appreciated.

### **B. BUDGET COMMITTEE**

The Budget Committee meets as needed to assist management in developing the annual budget for presentation and approval to the Board of Directors.

### **C. BUILDINGS & GROUNDS COMMITTEE**

The Buildings and Grounds Committee meets to consider such matters as continuing development of the grounds, gardening projects, buildings, and other items pertinent to overall site quality and improvement.

### **D. DINING COMMITTEE**

The Dining Committee meets to offer suggestions, observations and to discuss options with the Executive Chef in maintenance of high standards of excellence.

### **E. LIBRARY COMMITTEE**

The Library of Penobscot Shores has a good variety of biographies, autobiographies, fiction, and Maine books. Please contact the Library Committee before donating any books. We welcome volunteers.

### **F. MEMORIAL COMMITTEE**

The Memorial Committee meets as needed to manage and increase the Memorial Fund which is used to enhance amenities and recognize residents who have passed away.

### **G. NOMINATING COMMITTEE**

At the regular November meeting of the Residents of Penobscot Shores, the stockholders of the Cooperative shall choose a three member Nominating Committee which will select its own Chairperson, and which will prepare a proposed slate of nominees for the positions of minority directors.

### **H. WELLNESS COMMITTEE**

The Wellness Committee addresses issues concerning the quality of life, the well-being of residents including health programs, access to health information, and the consideration of special physical needs.



Penobscot Shores

Life with a view



# Penobscot Shores Resident Handbook

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