



Penobscot Shores

Life with a view



# RESIDENT HANDBOOK

2025

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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 Minuteman 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.

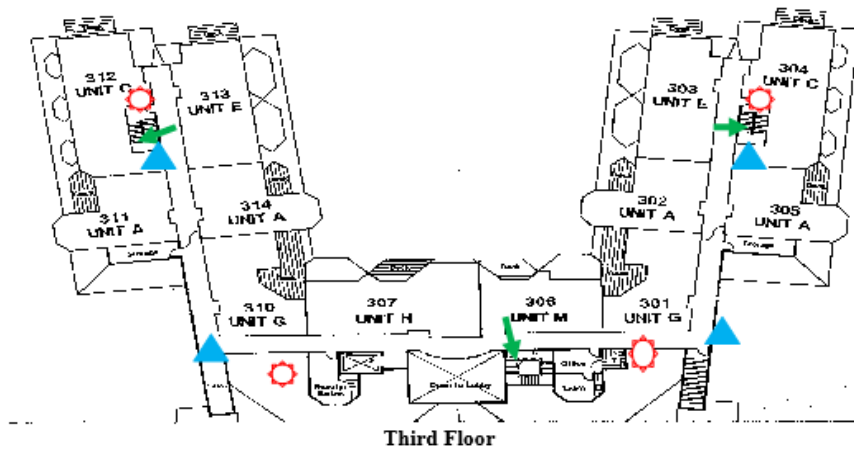
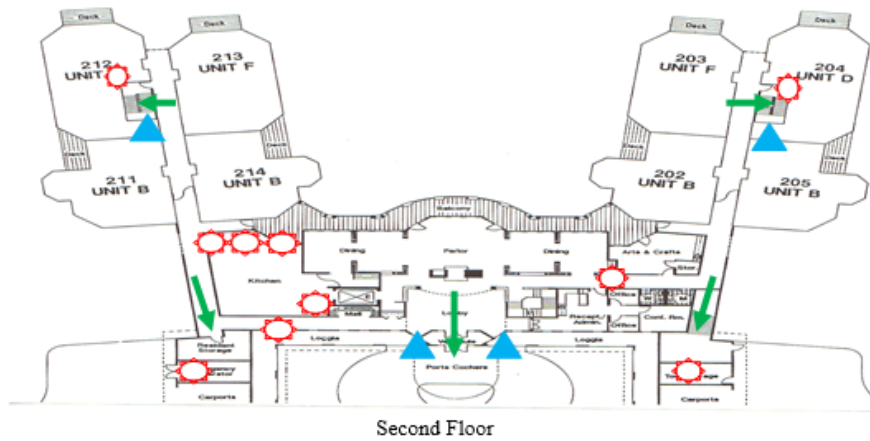
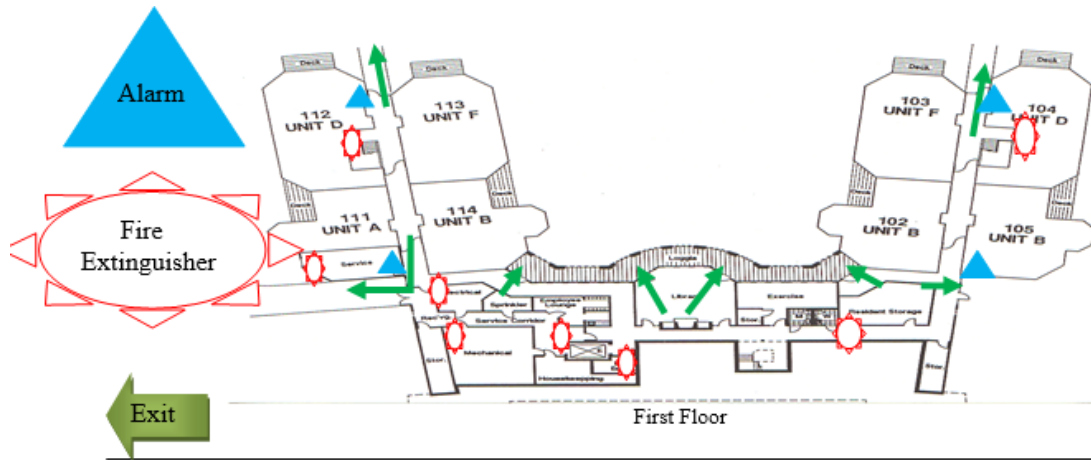
Belfast Fire Department and Waldo County General Hospital Security Staff are kept informed of residents who may be unable to use the stairs to evacuate the building. There is a special security box in the vestibule that holds a set of master keys.

**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.

# Ocean House Floor Plan with Alarms, Fires Extinguishers and Emergency Exits



D.

#### **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 on the first floor.

#### **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 arrange 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 movies, bridge, knitting or not 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 mailboxes. 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**

Black and white copies are @ .10 a copy. There is a fee for color prints @ .50 a copy. 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 is provided in the immediate Belfast area for free. Transportation provided outside the Belfast area is charged at the hourly maintenance rate per hour, which includes waiting time. There is also a list in the office of residents willing to provide transportation. 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. There are separate bins available for cottage residents. 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 go to the Activities Committee.

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

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

**4. COMPOSTING**

There are three composting bins by the dumpsters at the service entrance loading area that are picked up on Mondays. Plant materials, coffee grounds, meats, bones, and unwaxed paper can all be put into the bins. In the summer there is a bag of sawdust to sprinkle on top to keep the smell and creepy crawlers down. By composting we can reduce the amount of waste in the garbage dumpster which is costly to empty. In return for composting, we receive a few yards of finished compost for our gardens.

# ZERO-SORT: HOW RECYCLING GETS DONE



## GLASS BOTTLES & JARS

- ✓ **Rinse clean.** Food and beverage containers only.
- ⊗ **No** light bulbs, Pyrex, drinking glasses, window panes, or ceramics.



## METAL AEROSOL CANS (EMPTY)

- ✓ **Separate cap from container.** Do not puncture cans.
- ⊗ **No** full or partially full containers. Deliver paint, cleansers, automotive sprays, and other hazardous fluids to local hazardous waste disposal site.



## ALUMINUM CANS, FOIL, AND PIE PLATES

- ✓ **Rinse clean.**
- ⊗ **No** aluminum with stuck-on food or grease



## METAL CANS

- ✓ **Rinse clean.** Food and beverage cans only. Labels are OK. Can lids are OK placed inside the cans.
- ⊗ **No** oil filters or scrap metal.



## BOXBOARD

Cereal, shoe, and dry-food boxes, soda carries, paper egg cartons, tissue boxes, paper towel and toilet paper cores

- ✓ **Empty.** Remove and discard plastic liners.
- ⊗ **No** styrofoam cups. No stuck-on food or grease.



## CORRUGATED CARDBOARD

Boxes with a wavy center layer.

- ✓ **Empty.** Staples, tape, and labels are OK.
- ⊗ **No** oil, paint, or chemical stained, wet unclean, or wax-coated cardboard. No strapping or string. No plastic, filmy, or foam packing materials.



## ENVELOPES & OPENED MAIL

White, colored, gummed, and window envelopes.

- ✓ **Remove non-paper enclosers.** (e.g., CDs, plastic cards, etc.) and strings. Labels are OK.
- ⊗ **No** Tyvek or plastic envelopes. No bubble wrap padded mailers.



## MAGAZINES & SOFT-COVER BOOKS

Glue or staple-bound publications, paperback books, phone books, catalogs, etc.

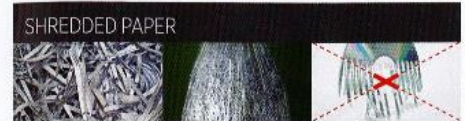
- ✓ **Must be clean and dry.** Phone books are OK year-round.
- ⊗ **No** plastic wrapping, CDs or plastic covers.



## NEWSPAPER

All sections and inserts

- ✓ **Must be clean and dry.** Remove from plastic bags. Do not tie with string.
- ⊗ **None** That are contaminated with food, paint, oil, pet waste, etc. No plastic bags.



## SHREDDED PAPER

Confidential Documents.

- ✓ **Place in clear plastic bags and tie bag shut.**
- ⊗ **No** shredded plastic (credit cards, etc.)



## WHITE & COLORED PAPER

Printed, letterhead, copier paper, glossy flyers & brochures, file folders, craft paper, manilla folders, index cards, construction paper, non-metallic wrapping paper, tissue paper & cards.

- ✓ **Must be clean and dry.** No need to remove plastic tabs, paper clips & metal hanging-file strips. Staples are also OK
- ⊗ **No** pressure-sensitive duplication forms. No foil paper. No paper towels or facial tissue. No stickers or sticker backing material.



## PLASTICS 1-7 & RIGID PLASTICS

Containers, bottles & jugs for foods, beverages, beauty, and cleaning products, detergents, dairy tubs (yogurt, sour cream, etc.) 5 gallon pails, laundry baskets, sleds, take-out containers, flower pots and trays, and frozen-food trays. Minimum size: 2" on any 2 sides.

- ✓ **Rinse clean.**
- ⊗ **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

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 do not sell beer and wine. Residents can 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 5-meal pre-pay dining program and all meals taken during the previous month. Meals are charged based on the current Ancillary Pricing sheet.

### **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 and 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. The Dining Room is open when 6 or more people sign up for in-house dining. A Sunday Brunch is offered every other Sunday from 11 AM to Noon.

### **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 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@wcgh.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 505-6775. Or call 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**

**Exterior Lights** - The only exterior lighting that may be added to cottage units is a sensor light, for security purposes. Floodlights may not be used.

**Exceptions for holiday celebrations:** Lights attached to the exterior of cottages or in windows are allowed. 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. With management approval, small spotlights may be used to illuminate an external wreath. Also with management approval, a holiday decoration may be added to the deck or garden area, as long as it is well secured. Decorations that make noise, have flashing lights, play music, or are inflatable, are

not allowed. Other than the aforementioned decorations, none will be permitted on lawns, roofs, or attached to the buildings.

Flat or Down Lit Solar Garden Lights not in the way of the landscaping crew are permitted with management approval.

**Interior window candles** may be used year-round as long as not intrusive to fellow residents; candles cannot be the bright Light Emitting Diode (LED).

#### **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 flagstaffs 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 of \$7.00 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  
Fidium Fiber will be taking over Consolidated Communication. They have laid fiber optic cable throughout our community in 2025. [www.FidiumFiber.com](http://www.FidiumFiber.com).
5. **WIFI** is available in the Library and the Lobby to residents and guests. Check with the Front Desk for the current password.
6. **Sewer Horn and Light** – to the right of Cottage #21 is a pump station. When the pump malfunctions, often due to lack of power, and the light and horn will come on to notify us that there is a problem. If you notice this, please call the Belfast Water & Sewer District at 338-2420 immediately. Thank you.



## **Section 8 PETS**

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 the members of Penobscot Shores. There is an initial \$250 one-time pet fee for up to 2 pets for new residents coming into the community.

### **GENERAL**

1. The Executive Director must individually approve all pets before they are permitted to live at Penobscot Shores.
2. Penobscot Shores reserves the right to refuse to approve any pet the Executive Director deems unsuitable for community style living. Pets that constitute a threat in any way to health, safety or interests of other persons or other pets, must be immediately removed from the premises and will be reevaluated by the Executive Director.
3. All pets must be neutered or spayed.
4. Pets must be licensed in accordance with local law. Residents agree to provide the management of Penobscot Shores with verification of shots, licensing, and neutering.
5. Birds must be kept in cages at all times.
6. Constantly barking dogs are not permitted in the community. Dogs bark, but excessive barking especially when the resident is not home is not permitted.
7. Owners are responsible for the behavior of their pets at all times and bear sole liability for any consequences of that behavior. Residents will be responsible for any and all damages including odors remediation in the units.
8. Pets must be always kept within the confines of the owner's unit or on a leash or in a carrier. Pets may not be left on long ropes/leashes without human accompaniment. Long ropes/leashes cannot be left in the yard when not in use as it poses a danger to the landscaping crew.
9. Pets are not allowed in the main dining area. Pets are allowed in the common areas on a leash or in a carrier, but are not allowed on the furniture.
10. Pets must not interfere with the safety and comfort of other members of the Penobscot Shores Community.
11. Members are fully responsible for cleaning up after their pets, both in and outside the unit. Uses of puppy pads (indoor dog pee/poo pads) are not permitted.
12. Cat litter waste must be put in the regular garbage. Cat litter cannot be flushed down the toilet as the material will clog our sewer system. Litter boxes must be cleaned on a regular basis to avoid odors.
11. Members agree to keep their pets clean and free of fleas, mites, etc.
12. 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.
13. There will be no more than two (2) pets per unit.
14. An alternative caretaker must agree to accept responsibility for the care of the pet in the event of the owner's illness, incapacity, absence or inability to care for the pet.
15. Animals that assist handicapped individuals (such as guide dogs) are permitted. No initial deposit will be required; proof of specific training to be an assistive animal will be required

and the animal must provide assistance to the owner to qualify as an assistive animal. The owner must accept responsibility for any damages.

16. The process for removing a pet not in compliance with the policy shall include:
1. Verbal warning per event.
  2. Second verbal warning per event.
  3. Written warning per event.
  4. Second written warning and removal of the pet by the owner within 2 weeks.

\* Belfast does not have an ordinance on barking dogs, but a dog barking in excess of 10 minutes shall constitute an event. Other events, not limited to, but may include lunging, resident not picking up pet feces, pets off leash and other events as determined by the manager.

**COTTAGES RESIDENTS**

1. The following common domestic pets shall be allowed in the cottage units: dogs, cats, caged birds, hamsters, and gerbils.

**OCEAN HOUSE RESIDENTS**

2. The following common domestic pets shall be allowed in the apartments: dog (under 35 lbs), cats, caged birds, hamsters and gerbils.

As a pet owner, I have read, acknowledge and will abide by the Penobscot Shores Pet Policy:

Signature: \_\_\_\_\_

Dated: \_\_\_\_\_

Signature: \_\_\_\_\_

Dated: \_\_\_\_\_

**Alternative Pet Caregiver:**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Revised 1-19-2024

## **Section 9 Penobscot Shores 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. The following is a brief description of each committee.

### **A. ACTIVITIES COMMITTEE**

The Penobscot Shores Activities Committee meets quarterly or as needed to plan and make recommendations for activities, programs, Ocean House common area decorating, budget requirements, trips, annual craft fair, music and special events for Penobscot Shores residents. The committee also provides bimonthly lunches for staff, gift baskets for emergency personnel, community donations (i.e Red Cross), staff graduation & retirement gifts and other items as requested and approved by the committee.

The chairperson will be nominated and approved by the Activities Committee and be responsible for developing the meeting agenda in concert with the Marketing Director. Activities are generally financed by the Annual Appeal; a request letter is sent out to residents in November asking to donate. The Chairperson and Executive Director will develop the annual budget for the committee to review. All feedback on activities and programs is appreciated.

### **B. BUDGET COMMITTEE**

Penobscot Shores Fiscal Year starts October 1 and ends September 30. The Budget Committee meets as needed to assist management in developing the annual budget for presentation and approval to the Board of Directors in August.

The committee is chaired by the Executive Director and all shareholders are encouraged to attend. Topics discussed, but not limited to, include the Capital Replacement Reserve; Income & Expenses including landscaping, maintenance, Unidine food service, taxes, insurance, fuel, electricity and service contracts; Committee budget requests; and monthly fees.

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

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

The G&G Committee will have a chairperson nominated from and approved by the committee. B&G develops policies to clarify such activities as grounds use, remodeling, repairs, appliance replacements and unit transfers. The Committee develops proposals for the Budget Committee to consider for efficiencies and good use of resources for costs and timelines by March of each year. The chair and Executive Director will develop the agenda.

### **D. DINING COMMITTEE**

The Dining Committee meets quarterly or as needed to offer suggestions and observations with the Executive Chef and Unidine to offer the best dining experience for our community. The committee will review and make recommendations for meals, timing, budget requirements, staffing and dining setup and decorating.

The chairperson will be nominated and approved by the Dining Committee and be responsible for developing the meeting agenda in concert with the Executive Chef. The chair will find a secretary to keep minutes of the meetings.

**E. LIBRARY COMMITTEE**

The Library of Penobscot Shores has a good variety of biographies, autobiographies, fiction, and Maine books. Library volunteers organize and maintain books and determine which books will be accepted or donated to outside organizations.

The Library Committee will submit a proposal for new books or equipment needed for the year to the Budget Committee by March each year.

**F. MEMORIAL COMMITTEE**

The Memorial Committee meets as needed to manage the Memorial Fund which is used to enhance amenities and recognize residents who have passed away. If deemed necessary, a chairperson may be elected from interested residents.

Memory Stones in the Library are a good way to recognize a personal loss or special event in one's life. Stones are collected from our shore; you can write the person's name on a stone and after a small celebration around Memorial Day the stones are tossed back into the bay.

**G. NOMINATING COMMITTEE**

At the regular November Resident Meeting of Penobscot Shores, the stockholders of the Cooperative shall choose a three-member Nominating Committee. Nominees to the Nominating Committee can be self-nominated, recommended by another resident or by the Executive Director. The Committee will select its own Chairperson.

The Nominating Committee will seek individuals to serve on the Board; a slate of candidates will be presented at the December Resident Meeting. A brief biography of the Board candidates will be provided to shareholders prior to the Annual Meeting. A ballot to elect two Board members from the slate of nominees will go out in early January and the two winners will be announced at the January Annual Meeting.

**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. This committee meets as needed.



Penobscot Shores

Life with a view



# Penobscot Shores Resident Handbook

2025

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