

# Resident Handbook



*Sarasota Bay Club*

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## **SARASOTA BAY CLUB**

# **Management Values**

### **MISSION**

#### **“What We Do”**

**We provide the community with lifestyle enrichment through the highest quality services.**

### **VISION**

#### **“Why We Do It”**

**We empower every person to celebrate life at its best.**

### **VALUES/GUIDING PRINCIPLES**

#### **“How We Do It”**

**Attitude  
Integrity  
Teamwork**

# RESIDENT HANDBOOK

Welcome to Sarasota Bay Club!

Our commitment to our residents and their guests is to provide the highest quality of service and care at all times. This Handbook contains information about specific departments and services. Please use this as a guide to get acquainted with our community and as a reference when questions arise.

In addition, a very important supplement to the Handbook is our Emergency/Disaster Plan, which includes Hurricane Preparedness and Fire Prevention and Safety. We recommend that all residents study this manual carefully.

As policies are modified or clarified, we will distribute updated information. We suggest that you keep your Handbook in a convenient place and insert the updated pages as you receive them.

We are pleased that you have chosen to make Sarasota Bay Club your home and look forward to serving you for many years.

For assistance, you may call the Concierge/Front Desk at 366-7667 to connect you with any of the departments listed below:

Accounting	EXT 312	Housekeeping	EXT 319
Administrative Assistant	EXT 315	Human Resources	EXT 308
Controller	EXT 311	The Inn at SBC	EXT 373
Chief Operating Officer	EXT 336	Landscaping	EXT 319
Concierge	EXT 301	Lifestyle	EXT 338
Dining Maître d'	EXT 320	Maintenance	EXT 319
Dining Services	EXT 314	Marketing	EXT 306
Emergency/Security	EXT 301	Relocation Coord.	EXT 367
Events/Trips	EXT 338	Therapy	EXT 346
Health & Fitness Center	EXT 346	Transportation	EXT 318
Home Health (ClubCare)	EXT 366	Wellness Nurse	EXT 529

The EMERGENCY NUMBER at Sarasota Bay Club is 366-7667.

The direct phone number to the North Tower Desk is 552-3294.

The direct phone number to the South Tower Desk is 552-3293.



## WHO DO I CALL ABOUT.....?

Following is a chart showing each department's major areas of responsibility. We hope this information will be helpful if you have a specific question, concern or compliment but are not sure who to contact. If the topic you are seeking is not shown here, please call the Director of Concierge Services (ext. 302), who will be happy to direct you to the appropriate director or department.

<ul style="list-style-type: none"> <li>▪ Deliveries</li> <li>▪ Emergencies (or dial 9-1-1)</li> <li>▪ Emergency Pendants</li> <li>▪ Fire Safety</li> <li>▪ Guest Suites</li> <li>▪ Hurricane/Disaster Preparedness</li> <li>▪ Parking Spaces</li> <li>▪ Pets</li> <li>▪ Safety &amp; Security</li> <li>▪ Storage Lockers</li> <li>▪ Transportation (<b>John Almeida – Ext. 318</b>)</li> <li>▪ Travel Reservations</li> <li>▪ Vacation Notice</li> <li>▪ Valet Service</li> <li>▪ Work Order Submissions (<b>Ext. 301/305</b>)</li> </ul>	<p><b><i>Concierge Services</i></b></p> <p><b>Crystal Woodworth</b> <b>Director</b></p> <p><b><u>Front Desk Staff</u></b> <b>North Tower – Ext. 301</b> <b>South Tower – Ext. 305</b></p>	<p><b>Ext. 302</b></p>
<ul style="list-style-type: none"> <li>▪ Electricity</li> <li>▪ Equipment</li> <li>▪ Exterminator Services</li> <li>▪ Fitness Room Equipment</li> <li>▪ Heating &amp; Air Conditioning</li> <li>▪ Housekeeping</li> <li>▪ Landscaping</li> <li>▪ Maintenance Repairs</li> <li>▪ Trash Disposal &amp; Recycling</li> </ul>	<p><b><i>Plant Operations</i></b></p> <p><b>Terry Caplinger</b> <b>Director</b></p>	<p><b>Ext. 319</b></p>
<ul style="list-style-type: none"> <li>▪ Dining Dress Code</li> <li>▪ Dining Options</li> <li>▪ Dining Reservations (<b>Hostess – Ext. 320</b>)</li> <li>▪ Dining Resolutions</li> <li>▪ Dining Services</li> <li>▪ Private Parties</li> </ul>	<p><b><i>Dining Services</i></b></p> <p><b>Peter Korytkko</b> <b>Food &amp; Beverage Director</b></p>	<p><b>Ext. 314</b></p>
<ul style="list-style-type: none"> <li>▪ Condominium Documents</li> <li>▪ Contracts</li> <li>▪ Move In Issues (<b>Pam Cain – Ext. 367</b>)</li> <li>▪ Moving Out</li> <li>▪ Resales</li> </ul>	<p><b><i>Sales &amp; Marketing</i></b></p> <p><b>Linda Ware</b> <b>Director</b></p> <p><b>Dana Moe</b> <b>Sales Associate</b></p> <p><b>Pam Cain</b> <b>Relocation Coordinator</b></p>	<p><b>Ext. 306</b></p> <p><b>Ext. 337</b></p> <p><b>Ext. 367</b></p>

<ul style="list-style-type: none"> <li>▪ Assistance with Making Physician Appointments</li> <li>▪ Assistance in Obtaining Medical Equipment</li> <li>▪ Assistance in Receiving Physical Therapy, Medicare Home Health, or Tidewell Hospice Services</li> <li>▪ Assistance with Scheduling Lab Work from Sarasota Memorial Outpatient Services</li> <li>▪ Assistance with Advance Directives, Living Will, Do Not Resuscitate Orders, or Health Care Surrogate Documents</li> <li>▪ Consultations with Physicians as Requested</li> <li>▪ First Aid</li> <li>▪ Resident Education</li> <li>▪ Vital Signs (temperature, blood pressure, pulse, respirations)</li> <li>▪ Wellness Assessment</li> </ul>	<p><b><i>Wellness</i></b></p> <p><b>Cynthia Deveaux-Moona, R.N.</b> <b>Wellness Nurse</b></p>	<p><b>Ext. 529</b></p>
<ul style="list-style-type: none"> <li>▪ Activities and Special Events</li> <li>▪ Art Gallery</li> <li>▪ Arts Studio</li> <li>▪ Card Room</li> <li>▪ Exercise Classes</li> <li>▪ Game Equipment (Wii, billiards, etc.)</li> <li>▪ Golf Putting Green</li> <li>▪ Lectures</li> <li>▪ Libraries</li> <li>▪ Lifestyle Sign-up Table</li> <li>▪ Monthly Calendar</li> <li>▪ Tickets</li> <li>▪ Trips and Outings</li> </ul>	<p><b><i>Lifestyle</i></b></p> <p><b>Jill Ross</b> <b>Lifestyle Director</b></p> <p><b>Kathleen Rhem</b> <b>Lifestyle Coordinator</b></p>	<p><b>Ext. 338</b></p> <p><b>Ext. 349</b></p>
<ul style="list-style-type: none"> <li>▪ Assistance with Photocopies, Faxes or Postage</li> <li>▪ Meal Plans</li> <li>▪ Monthly Service Invoices</li> </ul>	<p><b><i>Accounting</i></b></p> <p><b>Teresa Traugutt</b> <b>Accounting Assistant</b></p>	<p><b>Ext. 312</b></p>
<ul style="list-style-type: none"> <li>▪ Personal Exercise Programs</li> <li>▪ Personal Training</li> <li>▪ Rehabilitation Services (physical, speech and occupational therapies)</li> <li>▪ Training session on proper use of fitness room equipment</li> </ul>	<p><b><i>Therapy Department</i></b> <b>(Contracted Third Party)</b></p> <p><b>Located by South Tower</b> <b>Fitness Room</b></p>	<p><b>Ext. 346</b></p>
<ul style="list-style-type: none"> <li>▪ Assistance with Advance Directives, Living Will, Do Not Resuscitate Orders, or Health Care Surrogate Documents</li> </ul>	<p><b><i>The Inn at Sarasota Bay Club</i></b></p> <p><b>Carol Thibeaut</b></p>	<p><b>Ext. 375</b></p>

<ul style="list-style-type: none"> <li>▪ Skilled Care &amp; Rehabilitation</li> </ul>	<b>Administrator</b>	
<ul style="list-style-type: none"> <li>▪ Appointments with Chief Operating Officer</li> <li>▪ “Going Green” E-mail Distribution List</li> <li>▪ Notary Service</li> </ul>	<b><i>Administration</i></b>  <b>Lynne Miguez</b> <b>Administrative Assistant</b> <b>lmiguez@sarasotabayclub.net</b>	<b>Ext. 315</b>

## **ADMINISTRATION**

The office of the Chief Operating Officer (COO) is located on the second floor of the Atrium, in the southeast corner of the North Tower. You can reach the COO by phone at extension 336, or by e-mail to [gchase@freedomsenior.com](mailto:gchase@freedomsenior.com).

The staff of Sarasota Bay Club is here to serve you as an individual and to honor the promises we have made to you. The COO has the ultimate responsibility of making sure that you are receiving the services that have been promised to you. If you have a concern, question, or suggestion about a particular service, please speak first with the Director of the department that provides the service. If that does not resolve your issue, you are welcome to contact the COO. Appointments with the COO may be made by calling the Administrative Assistant at extension 315.

### **Resident Advisory Council (RAC)**

To facilitate communication and cooperation between the Residents and Management, the Resident Advisory Council (known as RAC) was established. It consists of nine members, elected to two-year terms. A list of current RAC members can be found at the back of the Handbook. Only full time residents may serve on the Council.

The Resident Advisory Council meets monthly with Management, and other staff members as requested. They discuss suggestions and concerns brought to them by SBC residents, and provide advisory input to Management. The RAC typically establishes committees focusing on particular aspects of life at Sarasota Bay Club. Current committees are listed in the back of this Handbook.

The Resident Advisory Council is another vehicle for communication and does not replace the direct relationship between an individual resident and members of Management. RAC meetings are open and any resident wishing to attend should inform a RAC member or the SBC Administrative Assistant, extension 315, in advance of the meeting.

### **Condominium Association**

Residential apartment owners are automatically members of the Sarasota Bay Club Condominium Association upon delivery of a deed of conveyance of a life estate to a residential apartment, and all Residents of commercial apartments are members. The purpose of this association is to administer the operation of the Sarasota Bay Club Condominium in accordance with the terms of the Declaration. Association property consists of real and personal property, which is owned or leased by, or is dedicated by, a recorded plat to the association for the use and benefit of its members.

The commercial condominium units of Sarasota Bay Club consist of the offices, conference rooms, auditorium, libraries, lounges, restrooms, storage areas, service areas, mailrooms, dining areas, kitchen areas, delivery areas, swimming pool, and fitness center.

The Condominium Association does not cover any of the services offered by Sarasota Bay Club Management Company under “The Club” agreement, such as housekeeping, maintenance, transportation, valet parking, social and leisure activities, dining, security, or healthcare services.

The Resident’s monthly condominium association fee is included in the total monthly membership fee that the Resident pays as a member of “The Club.” Should the Club Agreement be terminated, the Resident is responsible for paying all fees associated with Sarasota Bay Club Condominium.

The Sarasota Bay Club Condominium Association board consists of five members. Three of the members are Residents and two represent the developers. Current members and committees are listed at the back of this Handbook.

Condominium Association meetings are held at least annually but may be more frequent, and all association members will be properly notified of the meetings. At such meetings, Residents are entitled to one vote for each apartment owned. The commercial apartment Owner is entitled to one vote less than the total votes of the residential apartment Residents. The Sarasota Bay Club Management Company may request that it be designated as the proxy holder for all club members.

The preceding summary is for quick reference only. If there is any conflict between this material and the legal documents, the legal documents take precedence. The legal documents regarding the Condominium Association can be found in the binder you received at the time of sale. It includes the Declaration, Articles of Incorporation, Bylaws, Rules, Regulations, and the original proposed Operating Budget.

## **LIFESTYLE**

The Lifestyle Department provides well-balanced programs challenging the spiritual, physical, intellectual and social abilities and interests of our residents. The Lifestyle offices are located on the second floor of the North Tower. The Lifestyle Director may be reached at extension is 338; the Lifestyle Coordinator's extension is 349.

The Lifestyle Department plans a varied calendar of social, cultural, and leisure activities in cooperation with and advisement of several committees and clubs. There are many classes offered in a variety of subjects; some might entail a fee, while many are included in the program. Many residents take an active role in developing and implementing these programs. Residents are kept up-to-date on all activities by means of a detailed monthly Lifestyle calendar, flyers displayed on bulletin boards and elevators on the day of event, and on our in-house TV station, 195.

Each week, there are regularly scheduled shopping trips, day and evening trips to theatre, museums, concerts and lectures, etc. Tuesday evenings feature an event called "Stepping Out", with free transportation anywhere in the downtown Sarasota area. Movies are offered four times a week in the Ringling Room. High quality professional entertainment is offered at least twice a week in the evenings, usually beginning at 8:00 P.M. A Trivial Pursuit Dinner and Game night takes place once a month. Also, Jackpot Bingo is held monthly.

### **Sarasota Bay Club Art Gallery**

The Art Gallery is located in the hallway behind the Ringling Room between the North and South Towers. Outside artists and resident artists are selected to display their work monthly. Once a month, the Artist of the Month has a "Meet the Artist" reception.

### **Arts Studio**

The Arts Studio is located on the second floor of the Atrium in the North Tower. A variety of Art and Crafts classes are offered, depending upon the demand and interest of the residents. Space is available should a resident wish to leave their equipment and supplies.

## **Board and Card Games**

Mixed, Duplicate and Social Bridge are played in either the Card Room, located on the second floor of the North Tower, or the Whitaker Room, located on the second floor of the South Tower. Sign-up sheets are on the Lifestyle desk, located in a room directly off the North Tower elevators. Poker is played on Tuesday evenings at 7:00 p.m. in the Billiards Room, located on the second floor of the South Tower. See the Lifestyle calendar for additional scheduled games.

## **Business Center for Residents**

SBC has provided a Business Center for our residents. Located next to the Gift Shop in the South Tower, the Business Center contains computers, a printer, a shredder, and a typewriter. This equipment is available for residents only (no families or guests). In addition, there is a computer and printer on a desk in the North Tower living room. Residents should be considerate of the use of this equipment, as a number of residents use this space. WiFi is available in the main lobby area, the Whitaker Room, Ringling Room, South Tower Conference Room, and in all of our guest suites.

## **Health & Fitness Centers**

Health & Fitness Centers are located next to the Beauty Shop in the North Tower and adjacent to the pool in the connector wing, and are equipped with state-of-the-art exercise equipment. Residents may use this equipment at their own risk and are responsible for their guests' usage. Please note that guests under the age of 18 are not permitted to use the equipment in the Health & Fitness Centers. Please notify your guests of this age requirement. All residents who intend to use the equipment are required to receive instructions on how to use the fitness equipment properly and safely. Call the Therapy department at 366-7667, extension 346, to schedule the instructional session. Our Therapy department also has a personal trainer for hire, by appointment only and on an individual basis. The equipment in the Health & Fitness Centers may be used at any time. Occasionally, exercise classes may be conducted in the Health & Fitness Centers. No wet bathing suits are to be worn while using the equipment. Emergency pull cords are located in the centers.

The last person to exit the Health & Fitness Center should return the room to its original state by turning off the TV, radio, fans, and lights. If the room is either too hot or too cold, inform the Concierge Desk and SBC personnel will adjust the temperature.

## **Fitness Programs**

Exercise classes are held five times a week. Sitting classes are Tuesdays and Thursdays; standing classes are Mondays, Wednesdays and Fridays. Balance and strengthening classes are held Tuesdays and Thursdays at 8:45 a.m. All exercise activities and classes will have sign-up times for a series of classes. All exercise classes are at your own risk. Pool classes are offered from May to November. With the exception of the pool classes, exercise classes take place in the Ringling Room, or, occasionally, in the Dining Room or Whitaker Room. Additional classes may be added. Please check the calendar.

## **Pool/Spa**

Sarasota Bay Club provides and maintains an outdoor heated pool and spa for the use of residents and their guests. Restrooms are located off the entrance to the pool.

The following Rules and Guidelines are designed for the health and safety of all who use the pool facilities:

- a. A lifeguard is not on duty at the pool. You swim **AT YOUR OWN RISK**; therefore we strongly encourage you to use the pool with a partner or in the company of others. We believe in the **BUDDY SYSTEM**.
- b. Children under the age of three are not allowed in the pool area. An adult must accompany each non-swimmer child. No children in regular plastic diapers are allowed in the pool. We have waterproof diapers available for purchase at both the North and South Tower Concierge Desks.
- c. Please use the outdoor shower before entering the swimming pool or spa. Do not use soap.
- d. Bathing caps are required for swimmers with long hair.
- e. Everyone should wear appropriate cover-ups, such as warm-ups, beach shifts, or terrycloth robes over their suits, and wear footwear on the way to and from the pool. Also, please **BE SURE THAT YOU ARE THOROUGHLY** dry before returning to the building. Wet attire should not be draped over pool furnishings, railings, walls, benches or swings.
- f. The spa is located at the poolside. Hot, fast-bubbling water of 102-104 degrees can be beneficial to joints and muscles, if used in moderation. We recommend that you do not stay in the spa more than 5 minutes at a time, especially if you have high blood pressure or cardiac problems. Exposure over 10 minutes can result in reddening skin, nausea, dizziness, impaired judgment, lessened visual acuity, or fainting. It is not safe to use the spa if no one else is in the pool area. No one under the age of 18 years is allowed in the spa. Please notify your guests of this age requirement.



- g. A resident host or parent must accompany all children under the age of 14.
- h. Food and beverage service from SBC Dining Services is available at the round white patio tables adjacent to the pool from 11:00 a.m. to 5:30 p.m. Monday through Saturday. Food is not permitted at or around the pool chairs.
- i. Running, jumping, diving, and non-therapeutic inflatables are prohibited in the pool area.
- j. Please be considerate and give priority to special swimming and aquatic exercise classes scheduled in the pool.
- k. If you have a concern about someone not adhering to the rules, please notify Concierge Services. Pool maintenance matters should also be referred to Concierge Services employees, who will contact Maintenance.
- l. In the event of an emergency in the pool or patio area, please use the Emergency Pull Cord in the Health & Fitness Center or the emergency pendant located in the large red emergency box mounted on the wall next to the door leading into the Health & Fitness Center.
- m. Sarasota Bay Club and residents assume no liability or responsibility for damage or injury to persons or property as a result of the use of the pool, whirlpool spa or Fitness Center where any neglect or violation of the rules set forth herein have taken place, or where injury has happened to any resident or other person as a result of such person's failure of health or bodily function on the premises of the pool, the spa or the Fitness Center, or claimed afterward to be a result of said person's experience in the area.
- n. Residents may use the swimming facilities at Lido Beach Pool & Pavilion if the SBC swimming pool is out of operation. The fee for residents is \$2.00 per day, which SBC will cover if our pool is closed (for residents only, not guests). In those situations, daily bus transportation to the pool will be provided.

Location

400 Benjamin Franklin Drive, Lido Key

Operating Hours

Open from 10:00 a.m. to 4:45 p.m. Tuesday to Sunday, weather permitting.

Closed on Mondays, Christmas Day, and New Year's Day

General Information

- 25 meter lap pool with potential of 5 lanes for lap swimming
- Children 3 years old and younger must wear swim diapers.
- Do not use the pool if ill with diarrhea.
- Alcoholic beverages, food, drink, and pets are prohibited inside the fenced area of the pool.

Daily Fee Schedule (tax included)

Senior (55+)	\$2.00
Adult (12+)	\$4.00
Youth (under 12)	\$2.00

Contact Information

General Information: (941) 329-6181  
Manager: (941) 954-4182

**Sunbathing**

Sunbathing is restricted to the area immediately adjacent to the pool.

**Proper Dress Outside Apartment**

The pool and the sunbathing area are restricted to Residents and their guests. The main lobby area should be avoided when wearing pool attire. Residents must wear proper footwear outside apartments, in corridors, the lounge, postal areas, and dining facilities, etc. Bedroom slippers may not be worn in the Dining Rooms or Lobby areas. Residents should not wear lounging attire or bathrobes in the common areas.

**Library**

Libraries at Sarasota Bay Club are located off the Living Room in both Towers and are open for reading, browsing, or relaxing 24 hours a day. Residents are active in organizing and operating the Library. Books and periodicals are added regularly to expand choices. The Wall Street Journal and New York Times are available for reading in both of our Libraries.

An easy-to-use low vision reading machine is located in the South Tower Library. Turn on the power switch at the lower left, and push the power button below the right of the switch. If you need further assistance, ask Concierge personnel for assistance.

In the Libraries are photo albums containing pictures and brief background sketches of your fellow Residents. If you have not yet completed this information and would like to be included in the resident album, please contact the Concierge Services Director, 366-7667, extension 302.

## **Events and Trips**

### **Sign-Up Procedures and Deadlines**

The sign-up sheets for trips, events and activities are located on the Lifestyle desk in the room off the elevator lobby in the North Tower. Residents may sign up for routine shopping trips at the Concierge Desks. All sign-ups are on a first come, first serve basis. Each number on the list represents a seat on the bus, so couples should list themselves individually.

Please enter your name, apartment number, and phone number on the sign-up sheets. Fees will be charged to your account. There will be instances where advance payment by check is necessary.

Note: “Stepping Out”, Tuesday evening’s bus transportation to downtown Sarasota, is free of charge. Residents should sign up at the Lifestyle Desk.

### **Waiting Lists**

There are a limited number of seats for functions requiring the use of a bus, and all requests are filled on a first come, first serve basis. Please do not write your name where another name has been crossed off. This is not the proper procedure because it bypasses the waiting list and the other residents who have signed up before you. After all available seats are filled, you may add your name to the waiting list. You will be notified should a cancellation occur. Additionally, you cannot “give” your seat to a friend if you are unable to go.

### **Trip Cancellation Policy**

There will be a minimum number required for all bus trips; this number will vary, depending upon the trip. If the minimum number of riders is not met by the deadline, the trip will be canceled. The exceptions are weekly trips to grocery stores. Cars will be used as back-up to the bus whenever necessary.

Should a bus trip be canceled, a notice will be sent or a phone call made to you at least one day prior to the event. Exceptions include transportation emergencies (e.g., bus breakdown) and illnesses occurring at the last minute. A cancellation notice will be posted on the sign-up sheet.

Each trip, especially one that involves a rented motor coach or airplane, may have separate cancellation provisions.

For day trips that involve only an auxiliary fee for use of the bus, you must cancel at least 24 hours prior to the trip to receive a refund (exceptions are hospital emergencies).

## **Ticket Refund Policy**

If you need to cancel and there is a waiting list, you will receive a refund only if someone on the list replaces you. Otherwise, if there is no one on the waiting list, you may sell or give your ticket away, but you must notify the Lifestyle Department.

## **Transportation Rules**

- Departures will be at the posted time; please be prompt.
- If you are not planning to return on the bus, be sure to notify the driver.
- The front seat next to the driver is reserved for the Lifestyle Director or group escort. Except for wheelchair spaces, no other seating may be reserved.

Please do not schedule other appointments “tightly” with departures or return times, since traffic and other conditions may cause unavoidable delays.

## **Sign-Up Procedures for Dinner Dances and Theme Events**

Event forms for dance and theme nights will be distributed in residents’ in-house mailboxes. Please complete the form and follow the directions on the sheet, and return by the requested deadline.

## **BUSINESS/FINANCIAL SERVICES**

### **Accounting**

The Accounting/Business Office is located on the second floor off the Atrium in the North Tower.

### **Monthly Statement**

Apartment residents receive a monthly statement, prepared by the Business Office, on the first business day of every month. If you have questions concerning your statement, call the accounting department at extension 312. The bottom portion of your statement or your canceled check will serve as your receipt. Payment should be made by the 5th of the month.

### **Increase in Membership Fees**

Sarasota Bay Club will notify residents sixty days in advance of any increase in membership fees, as stipulated in the condominium documents. Typically, rate changes become effective on July 1<sup>st</sup> of each year.

### **Changing Service Choices**

Residents may change their service choices for Dining, Housekeeping, or Transportation on a monthly basis by completing a Monthly Service Choice Sheet by the 15<sup>th</sup> of the month. The effective date of any change will commence on the first day of the following month. The Monthly Service Choice Sheet may be obtained at the Concierge Desks or through Accounting.

The current service fee schedule is at the back of the Handbook.

### **Copies**

Photocopying is available in the Business Office on the second floor. There is also a copy machine for residents' use in the office behind both the North and South Tower Concierge Desks.

**Fax Service**

The staff in the Business and Accounting office can assist you. The SBC fax number is (941) 366-7887. You will be phoned if an incoming fax has been received for you, or the fax will be held at the Front Desk or placed in your in-house mail slot.

**Notary Public**

Notary Service is available, by appointment, with the Administrative Assistant, Second Floor North Tower, extension 315. There is no charge for this service.

## COMMUNICATIONS

### Address of Your Condominium

Residents in the NORTH TOWER will receive their mail at 1301 N. Tamiami Trail, Apt.\_\_\_\_\_, Sarasota, Florida 34236

For Example:           Mr. and Mrs. John Smith  
                                  1301 N. Tamiami Trail, Apt. 105  
                                  Sarasota, FL 34236

Residents in the SOUTH TOWER will receive their mail at 1299 N. Tamiami Trail, Apt.\_\_\_\_\_, Sarasota, Florida 34236

For Example:           Mr. and Mrs. John Smith  
                                  1299 N. Tamiami Trail, Apt. 124  
                                  Sarasota, FL 34236

The U.S. Post Office will deliver mail. Your mailbox number has the same number as your condominium. If you lose your key, place a work order with the Concierge Desk and a new key will be made for a fee.

Items too large for individual mailboxes will be placed in one of the large lower boxes in the mail room. A key will be placed in your box or the item will be held at the Concierge Desk. Our Concierge personnel will receive registered mail (or other items that require a signature upon delivery) on your behalf. The U.S. Post Office will hold or forward personal mail upon request.

### In-House Mail

In-house notices are regularly distributed to your mail slot located in the mailroom. This is the primary way for Sarasota Bay Club to communicate with you. In case of an urgent communiqué, a memorandum may be slipped under the door of your apartment.

Regarding resident-to-resident notices, both the sender's and recipient's names must appear on any communication between residents. Anonymous mailings are prohibited.

A red symbol on a slot indicates that a resident wants absolutely no communication from any source other than "official SBC." Contact the Concierge Services Director, extension 302, if you wish to participate in the mail slot exclusion.

Residents may "Go Green" by signing up to receive the daily menu and some other communications by e-mail. If interested, contact the Administrative Assistant, extension 315.

## **Newspapers**

Newspapers will be delivered to your door. Papers must be ordered directly from the publishers.

Please recycle newspapers by pressing the appropriate button at the trash chute.

## **Telephone**

Each apartment at Sarasota Bay is pre-wired for telephones in the bedrooms and kitchen. Residents provide their own phones.

Each apartment will receive a Verizon telephone directory every year. Sarasota Bay Club has created its own resident telephone directory, distributed annually. In addition, you will receive updated telephone directory sheets during the year. One sheet will contain telephone numbers for North Tower residents, with an Alphabetical Listing on one side and a Numerical Listing on the reverse side. There is also a sheet for the South Tower.



## Television

Sarasota Bay Club provides standard cable television at no additional charge. Following is the basic Comcast channel line-up (subject to change by Comcast):

Channel Setting	Comcast Channel	Channel Setting	Comcast Channel
2	WXPS (ION)	21	WRMD (Telemundo)
3	WEDU (PBS)	22	WCLF (CTN)
4	WGCU	23	WFTT (Telefutura)
5	HALLMARK	24	HSN
6	SNN6	79/186	SHOPNBC
7	WWSB (ABC)	95	TV GUIDE NETWORK
8	WFLA (NBC)	189	LOCAL ORIGINATION
9	WTOG (The CW)	201	WEDU (V-ME)
10	WTSP (CBS)	202	WEDU (Florida Channel)
11	WTTA (My Network TV)	203	WEDU (Plus)
12	WMOR (IND)	204	WUSF (PBS)
13	WTVT (Fox)	205	WUSF (Kids/Sarasota)
14	QVC	206	WUSF (Create/Sarasota)
15	WVEA (Univision)	207	WUSF (Knowledge/Sarasota)
16	WGN AMERICA	212	WTSP (Weather)
17	WFTS (ABC)	216	WFLA (Me TV)
18	C-SPAN	226	LOCAL ORIGINATION
19	LOCAL GOVERNMENT	228	WMOR (Estrella)
20	LOCAL EDUCATION	229	WMOR (ThisTV)
		266	LOCAL ORIGINATION

Depending on what cable subscription/cable boxes you have, additional channels are available. If you wish to purchase Premium or Pay-Per-View Services, please contact Comcast directly at (941) 371-6700.

A complete Comcast Cable channel listing may be requested by calling the Plant Operations Director at ext. 319.

Channel 195 is the Sarasota Bay Club in-house information station.

## In-House Television

Sarasota Bay Club's in-house TV channel is 195 on the cable box. This will keep you apprised of various happenings at SBC.

## **Bulletin Boards**

Bulletin boards are located in the Lifestyle event sign-up room on the first floor of the North Tower, adjacent to the Concierge Desks in both towers, in the Mail Rooms of both Towers, and in the Elevator Lobbies of both Garages. Daily schedules and announcements are posted there for your information.

## **Resident Satisfaction Survey**

From time to time Sarasota Bay Club residents may be asked to complete a resident satisfaction survey. This is a working tool for Management to ensure that your needs and expectations are being met. Survey results are presented to the Resident Advisory Council and made available in the Libraries for review.

## **Owners' Forum**

On the fourth Thursday of each month, Sarasota Bay Club Management hosts an Owners' Forum to share information and obtain feedback from residents.

## **Resident Advisory Council**

See the Administration section.

## **CONCIERGE SERVICES**

Concierge Services stands ready to meet practically any need, similar to a fine hotel. If the Concierge staff cannot take care of your particular request, they will make arrangements for another department to handle it or direct you to the appropriate party for assistance.

Contact the Concierge staff for Valet services, to initiate a work order, arrange transportation, make reservations (hotel stays, airline tickets), obtain local area information, order replacement keys or nametags, for internal phone connections, and in any emergency.

Please inform your guests or any third party vendors to stop at the Concierge Desk and sign the guest book. Concierge personnel will then phone the resident host for authorization for visitors to proceed to the resident's apartment.

### **Keys**

Each resident will receive two keys: one for the apartment, which also opens the door into the storage hallways, and the other for the mailbox. In addition, every resident will receive a security fob and a personal security code; either may be used to open the exterior doors. Please be sure doors shut securely behind you whenever you enter or leave the building.

If you need a replacement key, please call the Concierge Desk. The charge for a duplicate key will be added to your monthly statement.

### **Safety and Security**

Great care has been taken to make Sarasota Bay Club a safe place. All exterior doors have electronic systems that require a fob or code to enter the building. You may exit any door without either fob or code, but you will not be able to get back inside unless you know your code or have the fob available. Please do not prop open exit doors or garage door, as this creates a security issue.

Concierge desks are manned 24 hours a day, 365 days a year. Cameras are located in various locations inside and outside of the buildings, and can be viewed from the desks. In the event of any emergency, we have trained personnel on duty to assist as needed.

For security reasons, we strongly encourage residents to lock their apartment doors when leaving, even for short periods of time, as there are numerous vendors, private agency personnel and other visitors in the building at any given time.

## **Vacation and Overnight Absence**

Always notify the Concierge desk personnel when you will be absent overnight or longer. When leaving for vacation or anytime when you will be away more than two nights, please obtain a Notice of Resident Absence and Checklist at the Concierge Services Desk and complete this form before leaving.

## **Transportation**

Sarasota Bay Club provides residents with transportation options. Residents may change their choice of transportation plans monthly, if done by the 15<sup>th</sup> day of each month. The effective date of any change will commence on the first day of the following month. The two plans are as follows:

### **1. Standard Transportation**

We will provide all residents with group transportation for shopping trips and some social and leisure activities scheduled by Sarasota Bay Club. All transportation will be provided at scheduled times as determined by Sarasota Bay Club.

### **2. Personal Transportation Plan**

For an additional fee, we will provide residents with the Personal Transportation Plan. Residents may select or delete the personal Transportation Plan on a monthly basis by submitting a written request for change by the 15<sup>th</sup> of the month. The effective date of any change will be the first day of the following month. The current rates for the Personal Transportation Plan can be found at the back of the Handbook, are subject to change, and the charges will be added to residents' monthly statements. The Personal Transportation Plan will provide routine transportation to medical, dental, financial, legal and social appointments within our drivers' regularly scheduled hours (Monday through Saturday 9:00 a.m. to 4:00 p.m.) and within the regular defined 10-mile radius geographic service area. A minimum of 24 hours' notice is requested.

We have worked out an arrangement with Yellow Cab Company to transport you to your destination if our Sarasota Bay Club vehicles are not available, and we will call Yellow Cab on your behalf. If you are on the Personal Transportation Plan, there will be no additional charge if a trip is within the parameters of the plan\*. If your transportation is à la Carte, Sarasota Bay Club will pay the charges and this amount will be reflected on your monthly service bill.

\* Unless you have not given 24 hour notice.

## **À la Carte Transportation**

À la Carte transportation is based on mileage and time. Charges for any additional transportation will be added to the residents' monthly statements. This service requires advanced scheduling, and is subject to staff and vehicle availability after we meet the requests of residents having the Standard and Personal Transportation Plans.

## **Valet Parking**

We will provide around-the-clock valet parking assistance to all residents, family members, and guests at no charge.

## **Guests and Vehicles**

Because parking space is somewhat limited, it is a good idea for residents to recommend to their families and guests that they take advantage of our complimentary valet service.

Residents should advise guests to check in with SBC personnel at the Concierge Desks. This is a matter of basic security, and even people who are frequent visitors will be asked to follow this procedure. A resident may phone in advance to advise that a visitor may be "sent right up"; otherwise, a staff member will call for authorization for the guest to proceed to the resident's apartment.

It is imperative that the Concierge department be informed well in advance anytime a resident expects three or more visiting vehicles. A single bridge game will not burden our system, but if, for example, a study group and other private meetings are going on simultaneously in individual apartments, parking problems will likely arise. Depending on number of guest vehicles, there may be a charge when additional valet coverage has to be prearranged.

## **Residents' Private Employees**

Residents' private employees, such as housekeepers, caregivers, trainers, etc. will be subject to the same rules and regulations regarding parking of their vehicles as Sarasota Bay Club staff and residents. Private employees may see Concierge Services for instructions on where to park. Vehicles that are parked anywhere except in the designated spaces will be subject to towing. Please note that parking is never permitted at Bay's Bluff, a private residential property not affiliated with Sarasota Bay Club. Vehicles parked at Bay's Bluff are subject to towing.

## **Private Chauffeur Service**

This service provides you with a private Town Car or bus and driver. The driver will be with you to assist in any manner necessary, and will wait by the car if you choose to go to a private dinner party, event, or are just running errands.

The rate for this service is \$40 per hour. The hours are flexible and based on your needs, with a minimum 2-hour service up to 7 hours maximum. This will be charged to your account. Boundaries for this service are from Manatee Avenue to the north, “The Oaks” to the south, Interstate 75 to the east, and to the west, Siesta Key, Longboat Key, and Anna Maria. This service is reserved on a first call basis. A 72-hour reservation notice is required for scheduling purposes.

Please feel free to contact Concierge Services at extension 318 to make your reservation or if you have any questions

No passengers under the age of 18 are allowed and there are no exceptions to the 72-hour reservation notice or the minimum 2-hour service. **Gratuities are not permitted.**

## DINING SERVICES

Please contact the Food & Beverage Director at extension 314 if you have questions or would like further explanations regarding Dining Services. Residents' input is always welcome and Comment Cards for that purpose can be found at the Dining Podium.

### Dining Options

Sarasota Bay Club offers formal and informal dining options.

Residents have the choice of four monthly meal plans: Meal-A-Day Plan, 21-Meal Plan, 16-Meal Plan, or 12-Meal Plan, plus the Flex Plan for occasional dining or additional meals. Current pricing can be found at the back of this Handbook. Changes in meal plans require two weeks' notice, and the effective date of any change will be the first day of the following month. Please note that meal plans are exclusive for residents only and are not transferrable.

When ordering, please inform servers of special instructions, such as portion size, no sauce, or desired doneness (rare, medium, well done). Some menu items can be sautéed, baked or broiled plain if you provide notice prior to arriving for dinner. Mediterranean, low fat, low sodium, and other healthy choices are offered on the menu.

We are able to accommodate a narrow range of diets on a specialty level that are within our scope of expertise. Arrangements need to be made with the Food & Beverage Director (ext. 314) in advance.

Dining Services strives to have everyone's first choice available, but since main dishes and desserts cannot be reserved, we may at times run out. Should you plan to entertain and are looking for something "special" or "in addition to" our regular featured menu, please do not hesitate to contact Dining Services Management to make further arrangements.

### Hours

#### **Monday through Saturday:**

Lunch – Veranda, Bay Club, Lounge, or Pool Terrace  
11:30 a.m. to 1:30 p.m.

Dinner – Main Dining Room, Veranda, or Bay Club Lounge  
5:15 p.m. to 7:30 p.m.

**Sunday Brunch:** 11:30 a.m. to 1:30 p.m. (no evening dinner service on Sundays)

**Holidays:** Lunch from 11:30 a.m. to 1:30 p.m. on the following holidays (no evening dinner service on these holidays):

- New Year's Day (buffet with carving station)
- Memorial Day Buffet (buffet with barbeque)
- Fourth of July Buffet (buffet with barbeque)
- Labor Day Buffet (buffet with barbeque)
- Thanksgiving (plated luncheon menu)
- Christmas Day (plated luncheon menu)

## **Bay Club Lounge**

The Bay Club Lounge is open 24 hours a day for residents' use.

A complimentary Continental Breakfast is served Monday through Saturday between 7:00 a.m. and 11:00 a.m. On Sundays, only coffee is available.

The Bay Club Lounge bar menu is available Monday through Saturday from 11:00 a.m. to 5:15 p.m. The regular dinner menu is available in the Bay Club Lounge from 5:15 p.m. to 7:30 p.m.

Bay Club Lounge hours of service are from 7:00 a.m. to 7:30 p.m. Monday through Saturday. Alcoholic and non-alcoholic beverages are available in the lounge from 11:30 a.m. to 7:30 p.m. for the personal use of residents and their guests, and are not for sale or for use by the general public.

Happy Hours are held every Tuesday, Wednesday, and Saturday from 4:30 p.m. to 5:30 p.m. An additional Happy Hour is held on Thursdays from 4:00 p.m. to 5:00 p.m. Light snacks are complimentary with a minimum purchase of one drink.

## **In-Home Dining**

Please place your take-out dinner order before 4:30 p.m. Orders may be placed in person at the Dining Podium or by calling the direct line 552-3265, or 366-7667, extension 320.

Orders are ready for pick-up or delivery between 5:15 p.m. and 5:45 p.m.

Please note: There is no charge for up to three deliveries per month. Thereafter, there is a \$5.00 charge per delivery.

## **Alcoholic Beverages**

Wine, beer, and cocktails are available in the dining rooms. Unopened bottles of wine may be brought in and opened by dining staff for a corkage fee that will be added to the bill. However, residents may not carry other liquor into the dining rooms. Consult the bartender if you have a request for a special drink to be stocked.



## **Terrace and Pool Service**

Al fresco dining on the Terrace is available, weather permitting. Glass and china will not be used for food and beverage service in the pool area.

## **Reservations Required**

To hear the evening dinner menu, phone 552-3265 and follow the voice mail prompts to reach Option #5. Reservations for all meals should be made as far in advance as possible. To make a reservation, phone 366-7667 and ask for extension 320. A hostess is on duty from 10:30 a.m. to 7:30 p.m. (Monday through Saturday) and 10:30 to 2:00 p.m. (Sunday). Please note that we may be unable to pick up calls during dinner hours, as our main function is to seat residents. Unless there are mobility or health issues, requests for seating in a particular section of the Dining Room cannot be honored. Please discuss with the Food & Beverage Director.

Our Chef's cuisine is outstanding and SBC residents are encouraged to entertain outside guests in our Dining Rooms. However, reservations are essential. Guest meal prices can be found at the back of the Handbook.

### Dining Room Reservation Guidelines

- All reservations are on a first come, first serve basis.
- The earlier you make a reservation, the more likely you are to receive your requested time.
- Please call no later than 3:00 p.m. for a same day dinner reservation. This is requested to enable us to make up the seating plan and set the tables in time for dinner.
- Our busiest times are between 6:00 p.m. and 6:30 p.m. If you wish to eat during these times, we recommend that you make your reservations a minimum of 48 hours in advance.
- We will do our very best to give you the time and section you have requested, but it will be based on the availability for that evening and we cannot guarantee any particular table.
- Due to the high demand for seating in the Veranda, tables of 5 or more are better accommodated in the Main Dining Room.
- Reservations for tables of 8 or more are taken at 5:45 p.m. or earlier, or after 6:30 p.m.
- Please inform your server if you are planning to attend an evening event after dinner so that the Dining Room may expedite your meal. We suggest that you make your dinner reservation for an earlier time. Please try to avoid our busiest times if you have a deadline to leave the Dining Room.

### Monthly Reservations

- If a resident wishes to reserve a specific time for the whole month, they are asked to provide the hostesses with a written calendar detailing the days, times, and seating preferences (Main Dining Room, Veranda, or Bay Club Lounge). If you will not be dining with us on a reserved night, please let us know of your cancellation by 12:00 noon on that day.

- For each new month residents must renew that reservation with the same details. These requests must be given to the hostesses 4 days prior to the beginning of the month so that we can process the reservations.

### **Captain's Table**

The Captain's Table is an open table in the Main Dining Room inviting residents who would enjoy sitting with other residents and meeting new friends. The Captain's Table is available on Monday, Tuesday, Wednesday, Friday, and Saturday evenings. The following guidelines have been implemented to keep dinner service running smoothly at the Captain's Table:

- Singles and couples are always welcome at the Captain's Table.
- Please sign up for the Captain's Table at the Lifestyle Desk 24 hours in advance so the Hostess can prepare the proper seating at the tables.
- The Captain's table is first come, first serve. The first table has 10 seats; if that table is filled, please sign up for the second table.
- The sign-up list will be posted. Please sit at the table you signed up for originally. There is no assigned seating.
- To honor your reservation and allow dinner ordering to begin, please be seated by 5:45 p.m.
- Please call the Dining Podium direct line 552-3265, or 366-7667, extension 320 by 2:00 p.m. of the day you signed up for if you must cancel your reservation.

### **Dining Dress Code** *(revised by the Resident Advisory Council 2/11/2015)*

- Residents are expected to exercise good judgment regarding attire appropriate to the level of formality in our dining facilities. Please do your best to convey SBC's "gracious dining" expectations to any guests, including youngsters.
- Men age 18 and over are required to wear jackets in the Dining Room on Friday and Saturday nights from October through April. Jackets and ties are usually requested for dinner dances. Jackets are not necessary in the Veranda and Bay Club Lounge, nor at Sunday Brunch.
- In the months from May through September, jackets are not required for men in the Dining Room, but slacks and dress shirts are required. A dress shirt is defined as a long or short-sleeved collared shirt that buttons all the way down, unlike a polo shirt. It may be a solid color or a printed shirt, including floral shirts. Golf shirts, polo shirts and T-shirts are not permitted in the Dining Room.
- Ladies' attire should always be compatible with the gentlemen's.
- Shorts are never appropriate for evening meals. Jeans may be worn only on the Veranda. Jeans must be neat and may not be faded, torn, fringed, or be of the "low rider" style. Jeans may not be worn in the Dining Room except for special theme events where they might be appropriate.

- Beach or super casual wear is inappropriate for Sunday Brunch or holiday dinner buffets except for SBC theme events. Please consider our carry-out service should your family or guests arrive with only shorts, T-shirts, and flip-flops.

### **Private Dining Rooms and Private Parties**

We have several private dining room options:

1. Palm Room (seats up to 10 people)
2. Red Room (seats up to 14-16 people)
3. Bay Club Lounge (seats up to 40 people)
4. Ringling Room (seats up to 100 people)

These rooms are available on a first come, first serve basis for entertaining friends or family, and must be reserved in advance. As we encourage residents to take advantage of our facilities, we do not charge a “Room Fee”. We do charge for any additional labor incurred, as well as for the price of the meals, beverages, and decorations. We enjoy creating special events for you, large or small. For scheduling, please contact the Food & Beverage Director at extension 314.

Private parties may also be arranged in your apartment. Dining Services can cater to suit any need. In addition, residents may order cakes, cookies, fruit platters, and other specialty items 48 hours in advance. All of these services are subject to staff availability, and the charges will appear on your next monthly statement.

### **Deliveries and Pick-Ups**

For residents who desire to dine in their own apartments, delivery service is available. Three deliveries a month will be made at no charge, and any over that number will carry a nominal delivery fee noted at the back of this Handbook. Please have carryout orders placed by 4:00 p.m. for that evening’s 5:30 p.m. service.

Daily menus are posted each afternoon in the mailrooms, and can also be viewed at the Concierge Desks, the Dining Podium, in the mail rooms, or on-line by arrangement.

### **Dining Room Safety**

Ambulatory devices such as walkers, electric carts, and wheelchairs must be removed from the dining area once a diner is seated. While the service staff will do its best to store such equipment, it is the ultimate responsibility of the spouse, companion, or aide to take care of that task.

In compliance with Sarasota County Department’s strict hygiene standards, please refrain from entering serving stations or the kitchen without permission.

## **EMERGENCY ASSISTANCE**

### **Assurance Button System**

One bathroom in each apartment is equipped with an Assurance Button, located on the same plate as the Emergency Call cord. This is a simple system that allows SBC to ascertain that residents are up and about on a daily basis.

Push and release the Assurance Button prior to 10:30 a.m. (push the button firmly and then release it). If you have not activated the Assurance Button by 10:30 a.m., the staff will phone you. If there is no answer, a personal check will be made to your apartment. Any other situation will be handled as an emergency.

### **Power Failure**

If there is a power failure, our emergency generator will automatically supply electricity for the following critical items:

- One elevator in each Tower
- Emergency exit signs
- Emergency pendant system
- Selected corridor lights
- Stairway lights
- Light in each individual apartment foyer
- SBC kitchen – walk-in freezer and some lighting

In the event of a power failure, there will be no electricity in apartments, except one light in the entry foyer. There **will** be emergency lighting for our lobbies, dining rooms, and main kitchen.

### **Elevators**

Sarasota Bay Club's elevators are safety-checked and serviced on a regular basis. Elevators are equipped with emergency lighting and emergency phones for use in the unlikely event their operation is interrupted. Instructions for using these phones are posted in the elevators.

Do not attempt to use elevators in the event of a fire alarm. The elevators will have descended automatically to the first floor to await the arrival of firefighters.

Residents planning to have very bulky items moved in or out should notify the Concierge Desk 24 hours in advance so that protective covering may be placed on the walls and floor of the elevator to be used. We request that moving activity be scheduled between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday.

## **Emergency Assistance**

Emergency assistance is a top priority. If you need emergency assistance, contact Concierge personnel at 366-7667, press your emergency pendant, or use the emergency pull cord.

## **Emergency Call System**

Each apartment is equipped with emergency pull cords in the bathrooms. You will also receive a pendant that you may choose to wear. The pendant system **works on the entire campus, both indoors and outdoors**. When you pull the cord or press your pendant, a light will flash and a buzzer will sound at the Concierge Desk. Our personnel will first phone your apartment to find out the nature of the emergency. If there is no answer, they will send help at once. Upon determining the nature of the emergency, they will alert other emergency services if needed.

## **Emergency Exits/Stairways**

In the event of an emergency, stairways are located at both ends of the resident hallways. Stairways are equipped with automatic lights that will function in any emergency.

## **Fire Extinguishers**

Fire extinguishers are positioned in many locations at Sarasota Bay Club. Each extinguisher is serviced regularly so it will be ready for an emergency.

The seals and pins on all fire extinguishers are not to be removed except in an emergency. The only persons authorized to do so are Maintenance personnel. To remove a seal or a pin from a fire extinguisher in a non-emergency situation is against the law.

## **Fire Safety System**

Sarasota Bay Club is designed with state-of-the-art fire safety systems and equipment, tested on a scheduled basis to assure proper operation. This equipment includes:

1. Apartment and common-area smoke detectors and horns.
2. Fire walls, fire doors and smoke partitions.
3. Full sprinkler system with electric pump and diesel generator backup.
4. Common-area fire extinguishers.
5. Close proximity of fire hydrants and Siamese connection.
6. Fire-hose connectors in each hallway.
7. Alarm pull stations at each exit.
8. Fire-alarm panel at Concierge Desk monitored 24 hours a day.
9. Fire Department response in less than 5 minutes.

### **What if there is a fire in my apartment?**

1. Your apartment is equipped with smoke detectors with battery backup, and one horn to alert you when the main panel is activated.
2. In the event of a fire in your apartment, leave immediately. **Never** attempt to fight a fire.
3. If you spot a fire in your apartment or any other area, go directly to the nearest **EXIT** stairwell and pull the red fire alarm. Then, follow the instructions below.
4. Use exit on the first floor nearest to the assembly area.

### **If the general alarm sounds, what should I do?**

All alarms should be taken seriously. If you hear the fire alarm and instructions to “Evacuate”, follow the instructions below. **DO NOT CALL THE CONCIERGE DESK**, as all staff will be involved with the fire department in determining the nature of the fire and which areas, if any, need to be evacuated.

1. Residents who are able to do so should proceed down the stairwell near the EXIT sign. Do not use the elevators. Elevators will be operated by the Fire Department and used only for evacuation.
2. If your entry door is hot to the touch of the back of your hand, stay in your apartment. **DO NOT** open the door. The Fire Department will check every apartment, so please stay in your apartment and wait for help to arrive.
3. Residents who need assistance should stay in their apartments. The Fire Chief will determine which residents need to be evacuated. For example, if the fire is in the North Tower, it is possible that our residents who need assistance in the South Tower can safely stay in their apartments.
4. If there is smoke in the hallway, stay in your apartment, place wet towels at the base of the door, and wait for help to arrive.
5. When you get to the first floor, exit toward the lobby. SBC staff will direct you to the assembly area – the staff will be wearing neon vests. This may be inside the building or outside of the building. You will be directed where to go by the staff as you reach the first floor.
6. When the “All Clear” is announced, return to your apartment in a calm and orderly manner.

**IMPORTANT NOTE:** PLEASE NOTIFY THE CONCIERGE DESK IF YOU ARE AWAY OVERNIGHT. THIS WILL ASSIST THE FIRE DEPARTMENT IN DETERMINING WHICH APARTMENTS ARE NOT OCCUPIED. HOWEVER, ALL APARTMENTS WILL BE CHECKED AS A PRECAUTION.

## **Elevator Fire Door Access**

The Accordion Fire Door will close automatically when the alarm is activated, isolating the elevator lobby from the hallway.

In order to open these doors from either side, push the green bar that says “PUSH TO OPEN”. This will open the door. In approximately 5 seconds, the door will close, but can be reopened any time you push on the bar.

## **Important Notes About Evacuation**

You will be notified of a fire drill a week in advance. **The purpose of a fire drill is to check the alarm system; it is not an evacuation drill.** Always take safety matters seriously. We will have periodic drills, and by learning these drills and participating in the process, Sarasota Bay Club will be a safer place to live.

When an ALL CLEAR is established, you will be notified over the Public Address System as follows: “ATTENTION, ATTENTION, ATTENTION, WE HAVE AN ALL CLEAR, WE HAVE AN ALL CLEAR”, repeated at 1 (one) minute intervals.

## **Safety Tips**

- Do not use your oven or top of range for storage.
- Do not leave items such as candles or portable burners unattended.
- It is recommended that you have a household fire extinguisher on hand in the kitchen area.
- Check older appliance cords for cracks, etc.
- Limit use of extension cords and make sure they are grounded cords.
- Make sure quartz lamps have safety screens.

# HURRICANE PREPAREDNESS

## Hurricane Preparedness

Because of the very critical issues involved in hurricane preparedness, Sarasota Bay Club carefully reviews and updates policies during the spring prior to every storm season. The safety of all SBC residents is our primary concern.

Please take time to become familiar with the most recently revised **Emergency/Disaster Plan** so you will be prepared and have your plan in place.

Contact the Concierge Services Director at extension 302 if you have any questions or need a copy of the comprehensive Emergency/Disaster Plan or Simplified Instructions for Hurricane Preparedness.



## **HEALTH SERVICES**

### **Wellness Center**

The Wellness Center is available to respond to emergencies, evaluate and treat appropriately (first aid) and/or contact necessary assistance (911 or resident's physician).

The Wellness Center also offers the following services:

- Wellness Assessment
- Vital signs (temperature, BP, pulse, respirations)
- First Aid - wound cleansing and dry dressing
- Assistance to make physician appointments
- Consulting with your primary care physician upon request
- Assistance in obtaining a walker, wheelchair, oxygen, hospital bed, or any other medical equipment you may need in your home
- Resident education

Nursing hours: Monday through Friday – 8:00 a.m. to 4:00 p.m. The Wellness Center is located in the South Tower in the second floor Atrium area. The direct phone number is 552-3291, or you may call the Concierge Desk and ask for extension 529.

### **Evening & Weekend Emergencies**

If you become hurt or sick when the Wellness Center is not open, Sarasota Bay Club is staffed 24 hours a day with personnel who are trained and certified in CPR. During the hours when a nurse is not on duty, there is always an EMT on the Concierge staff who is trained and certified in CPR. Call the Concierge Desk for assistance or pull the emergency cord located in your master bathroom. You may also push your emergency pendant anywhere on the property in an emergency.

If you become ill, please contact the nurse or EMT for an assessment of your condition. She will then be able to take immediate and appropriate action to ensure that you will receive the necessary care and attention. If your physician orders lab work, we can arrange this for you.

### **Blood Draws**

Sarasota Memorial Laboratories draw blood at SBC on Tuesdays & Thursdays (early mornings). This is a Medicare charge.

## **Blood Pressure Clinics**

SOUTH TOWER (in the Wellness Center)  
Monday through Friday 1:00 p.m. – 1:30 p.m.

NORTH TOWER (outside of the card room on the 2<sup>nd</sup> Floor Atrium)  
Tuesday 3:00 pm – 3:30 p.m.

## **Therapies**

Outpatient rehabilitation services can be coordinated for Physical, Speech, and Occupational therapies. Ask the nurse, who will contact the Therapy Department on your behalf.

The Therapy Department also offers massage, personal training and exercise programs. They also provide a training session at no charge on how to properly and safely use the exercise equipment in the Health & Fitness Centers. Contact the Therapy Department at Extension 346.

## **Additional Services**

The Wellness Center can arrange for additional nursing services, such as wound dressing changes, weekly medication set-up, daily eye drops, and other services for additional fees. Contact the Wellness Center, 366-7667, extension 529 for further information. Any charges will be added to your monthly service statement.

## **Resident Profile**

The Wellness Nurse's office maintains a profile for each Sarasota Bay Club resident. The profile is updated annually, but if changes occur in the meantime, residents should provide the Wellness Nurse with the updated information. It is very important that the Wellness Nurse be kept informed of any changes in medications. This information is used in case of an emergency.

## **Prescriptions**

If you have prescriptions delivered to the Concierge Desk, our desk personnel will contact you when they arrive.

## **Home Health Services (ClubCare)**

ClubCare is a private duty home health agency providing care to Sarasota Bay Club residents who wish to remain in their own homes but need some assistance with their activities of daily living. Help is available for both long and short-term assistance, from 1 hour to 24 hours daily. CNA (Certified Nursing Assistant) and HHA (Home Health Aide) services available include:

- Assistance with bathing, dressing, shaving, transferring, ambulation
- Light housekeeping
- Meal prep
- Laundry
- Transportation to appointments, shopping, activities
- Medication reminders

Registered Nurse or LPN services include:

- Medication management
- Oxygen management
- Medication administration (eye & ear drops, suppositories, injections)
- Wound care

Contact the ClubCare Office (552-3281) for a fee schedule.

The ClubCare Office is located on the 2<sup>nd</sup> floor of the South Tower in the Atrium area.

## **Benefits to Using ClubCare**

There are numerous benefits to using ClubCare for your home care needs:

- Our agency is licensed and monitored by the State of Florida's Agency for Health Care Administration.
- All staff are interviewed, drug screened, background checked, reference checked, and have had their training verified.
- We assure that each caregiver is CPR certified and provide them with 12 hours of continuing education each year.
- Each employee is covered by workers' compensation and their automobile insurance is kept on file if they drive.
- All legally required taxes are calculated and deducted from the staff's wages.
- ClubCare has many caregivers and we provide backup coverage for another caregiver's illness, vacation or other absenteeism.

- A Registered Nurse supervisor monitors and oversees all of our caregivers, providing advice, support and additional training when necessary.
- Our R.N.s continuously monitor our clients' health issues and appropriateness of care, working closely with physicians and other ancillary medical personnel to ensure that proper medical treatment is being provided.
- Each caregiver on each shift produces documentation of a client's activities and changes in health status. Each and every note is reviewed by an R.N. care manager and acted upon when necessary.
- Registered Nurses and caregivers are on duty before, during and after a hurricane or other emergency to provide care to ClubCare clients.
- Your ClubCare R.N.s are here, in house, from Monday through Friday. We already know you and your family, some of your likes and dislikes, your favorite activities, and some of your health problems.

### **The Inn (Sarasota Bay Club Healthcare Center)**

Sarasota Bay Club owns The Inn at Sarasota Bay Club. We encourage residents to become familiar with The Inn before any need arises. Although the public may be allowed admission to The Inn, Sarasota Bay Club residents will have priority at all times.

The Inn is a rehabilitate/restorative facility that is Medicare/Medicaid-Certified. A doctor's order is necessary to be admitted.

The Inn can also provide assistance to residents with respect to Advance Directives. Our personnel can help you obtain documents for Living Will, Do Not Resuscitate (DNR), and Health Care Surrogate. The Inn also offers education for Power of Attorney and Durable Power of Attorney. Contact Social Services at the Inn (953-6949, extension 378).

As information, there are ample volunteer opportunities available at The Inn. This is an excellent way to become familiar with the Center and to help your fellow residents. For volunteer information, please call The Arts & Leisure Director (953-6949, extension 353).

## HOUSEKEEPING SERVICES

### Facilities

Office Location: Second Floor Business Office, North Tower  
Phone Number: For Work Orders 366-7667  
For Other Calls 366-7667, extension 319

### Apartment Cleaning

Sarasota Bay Club will provide residents a choice of five apartment cleaning plans. Residents may change their choice of apartment cleaning plans upon 2 weeks' written notice. The effective date of any change will be the first day of the following month. Please contact the Plant Operations Director at extension 319 for fees associated with the following cleaning plans:

#### 1. Standard Weekly

Overall Apartment Cleaning: Changing and laundering linens; vacuuming carpets and floors; and dusting flat, cleared surfaces.

Kitchen: Mopping the floor and wiping exposed kitchen surfaces, such as refrigerator, range, cabinets, and sinks.

Bathrooms: Mopping floors and general cleaning, including the sinks, tubs, showers, toilets, and mirrors, and countertops.

Windows: The Condominium Association contracts to wash outside windows twice a year.

#### 2. Standard Bi-Weekly

Same services as above, executed on a bi-weekly schedule.

#### 3. Deluxe Weekly

Is the same as above, except the apartment is larger. The housekeeper performs 3 hours of cleaning tasks on a checklist that can be modified with residents' input.

#### 4. Deluxe Bi-Weekly

Same services as the Deluxe Weekly plan, executed on a bi-weekly schedule.

#### 5. Flexible Plan

Sarasota Bay Club will provide à la carte apartment cleaning services at an hourly rate. À la carte services include: Bed making, mattress turning, ironing, laundry and oven cleaning.

## **Additional Services**

Any services beyond the plans above, such as carpet cleaning, can be provided at an additional cost. Please contact the Plant Operations Director at extension 319 for estimates.

The resident agrees to maintain the apartment in a clean, sanitary, and orderly condition - normal wear and tear excepted. If a resident fails to do so, Sarasota Bay Club will have the right to restore the apartment to a clean, sanitary, and orderly condition at a reasonable cost to the resident.

## **Common Areas**

Housekeeping will clean the common areas, including living rooms, hallways, public restrooms, activities areas, all offices, fitness rooms, atrium, and staircases.

## **Furnishings**

Sarasota Bay Club initially equips each apartment with flooring, blinds, and kitchen appliances. The resident provides all other furniture and furnishings.

## **Trash Disposal and Recycling**

A trash and recycling chute is located on each floor just east of the elevator on the opposite side. There is a Refuse Guide posted above the chute. Be sure to press the appropriate disposal button. If you need further assistance, please contact Plant Operations at extension 319.

## **MAINTENANCE**

The Maintenance office is located in the Accounting/Business Office on the second floor off the Atrium in the North Tower. If you have a maintenance issue, please contact the Plant Operations Director at ext. 319 or contact the Concierge desk to report the problem (see Work Orders below).

### **Move-In Service**

The Maintenance Department will assist with the hook-up of your television set and telephone if needed. They will also come once for up to 4 hours during your first 30 days of occupancy to hang pictures for you at no charge. The resident must be home for this service.

### **Utilities**

Sarasota Bay Club provides expanded basic cable TV, water, electricity, heat, air conditioning, and trash removal for the facility. Each apartment at Sarasota Bay Club is equipped with its own heating and cooling system. Air filters are changed on a regular basis.

### **Maintenance Services at No Charge to Residents:**

- Window washing (twice a year)
- HVAC filter change
- Water filtration (labor only)
- Standard lighting
- Pest control as needed
- Clogged drains & toilets

### **Work Orders**

Sarasota Bay Club performs normal maintenance service on all operating equipment and is responsible for the repair of the air conditioners, cabinets, and appliances in the residents' apartments, provided Sarasota Bay Club installed them and if the repair cost is less than 50% of the cost of a new appliance. If the repair cost is 50% or more, the owner is responsible for replacement. Please note that appliance repairs may take a few days.

Repair and replacement of the residents' personal property, the wall covering, window treatments, and floor coverings within the apartment are the residents' responsibility. If you need work done on personal property, there will be an additional charge. Special maintenance requests are handled through the work order system.

To have repairs done in your apartment or to check on the status of a work order, call the Concierge Desk (366-7667). Any emergency, such as water leaks, will be handled immediately; other work orders will be prioritized.

Residents or staff should contact the Concierge Desk to submit a work order. Each work order is entered with the date and time the request is made, the resident's name and apartment number, and a short description of the work requested. Sarasota Bay Club charges a nominal fee for certain work that is not considered part of the regular maintenance service required to keep Sarasota Bay Club functioning properly. Examples of tasks that entail extra charges include having a fixture installed, a shelf built, a ceiling fan hung, and apartment cleaning. Charges will be added to your monthly statement. You will be charged the actual price of any material used. You should request an estimate for any work you would like to consider.

### **Exterminator Service**

Sarasota Bay Club employs professional services for pest control. The pest control service treats our property every week with an emphasis on treating the outside of the building, but will also treat individual units upon request. If a condition occurs that requires attention, please call the Concierge Desk to submit a work order. Maintenance will take care of any immediate concerns.

### **Energy Conservation**

The Maintenance department is constantly evaluating our equipment and procedures in order to conserve as much energy as possible without compromising comfort and safety at SBC.

Residents are encouraged to practice energy saving, too, by following these suggestions:

- Place a work order if faucets drip or toilets run.
- Laundry: Match settings to loads. Clean out the lint trap in the dryer after each load.
- Consider changing to energy efficient light bulbs whenever possible.
- “Switch it off” when not in use...lights, vents in the kitchen and bath, fans, TVs, and radios.
- Use nightlights, rather than lamps, through the night.
- Adjust the thermostat to conserve power during an absence.
- Keep the entry door to apartment locked at all times when leaving the apartment.



## **What Are Some of the Unique Features of Our Facility?**

1. In the event of a power failure, our emergency generator will supply power to:
  - All SBC life-safety equipment
  - Commercial kitchen refrigeration boxes
  - Water heater and domestic water pump
  - Emergency lighting throughout common areas
  - Foyer light in each residence
  - A/C in the Ringling Room
2. 100% fire-sprinkler coverage
3. 24/7 independent fire-alarm monitoring
4. Windows tested to 120-mph sustained winds
5. 100% smoke-alarm coverage
6. Independent fresh-air supply to each residence

## **Can the Maintenance Department Handle All of My Needs?**

Our Maintenance Department falls under the “Handyman” umbrella and we can only repair and replace. We need to rely on the expertise of licensed tradesmen for installation of new devices. We have established working relationships with members of all trades and assume the warranty of their workmanship. If you choose your own tradesmen, you will be responsible for their workmanship and any damages they may cause. All contractors must furnish a certificate of liability insurance to SBC management.

## **MISCELLANEOUS**

### **Apartment Entrance Common Area**

Tasteful decorative objects to enhance and individualize resident corridor entranceways are encouraged but shall be limited to one item per entrance door, one per entry wall, and one freestanding decoration. An exception to this rule provides the opportunity for residents to decorate entranceways as they desire during holidays. Live plants are prohibited. Fire regulations prohibit objects in the corridors.

### **Apartment Doors**

Fire regulations require that all apartment doors leading to the corridor remain closed except when leaving or entering the apartment.

### **Children**

All children visiting in the building must be accompanied and supervised by a resident or parent at all times inside the facility and on the grounds.

### **Employees**

No Resident shall direct, supervise, or in any manner attempt to assert any discipline, direction or control over any employee, nor shall a resident send any employee on private business. Further, just as all employees shall treat all residents with respect, the reverse also holds true. Tips and gifts given to an employee are not permitted. The acceptance of a tip could result in the employee's termination of employment. Residents may not directly hire SBC employees to perform services for them, even when the employee is off duty. Arrangements may be made by calling the Concierge Services Director, ext. 302, if dog walking services are needed. Residents will be billed by Sarasota Bay Club for this service.

### **Flammable Materials**

There shall not be kept in any apartment any flammable, combustible, or explosive fluid, material, chemical, or substance, except those kept for normal apartment use.

### **Human Resources**

The Sarasota Bay Club Human Resources Office is located in the small building to the right of the entrance to the Sarasota Bay Club property.

### **Insurance on Sarasota Bay Club Property**

Sarasota Bay Club carries insurance on all buildings, grounds, common areas, and company-owned vehicles.

## **Insurance on Personal Property**

Sarasota Bay Club is not responsible for insuring your personal property or vehicle. Residents must carry their own insurance to cover:

- Apartment contents loss, damage, or theft
- Liability within the apartment
- Auto loss, damage, liability, or theft

This type of insurance policy is referred to as a “HO6 Policy” or a “Condominium Policy.” You should ask your insurance agent for this HO6 policy.

## **Key to Residents’ Apartments**

Sarasota Bay Club Management shall have a passkey to each apartment and is responsible for its use only upon approval of the resident, except in the case of an apparent emergency. No resident may change or install a new lock without written consent of Management, and with such consent must provide Management with a key.

## **Motorized Carts, Three-Wheel Vehicles, and Electric Wheelchairs**

For the safety and security of other residents, visitors, and staff, and the protection of the facilities, use caution at all times. When going through the lobby, please drive on hard surfaces. When not in use, these vehicles must be stored in the resident’s apartment.

## **Parking Spaces**

Sarasota Bay Club has specified parking spaces available for residents and guests. A limited number of garage parking spaces are available for a one-time fee, which is partially refundable when the garage parking space is released. Outdoor covered parking spaces are available for a one-time fee and assigned through the Concierge Office. If a resident has a temporary need to park an additional vehicle overnight, the Concierge Office should be notified and, if possible, a space will be provided within the employee parking area for temporary use by the resident.

## **Parking Stickers**

All residents and staff must have a parking sticker placed on the inside lower left side of the windshield on the driver’s side of their vehicles. In addition, we need the make, model, color, year and license plate number of vehicles. If your vehicle does not have a sticker or you have changed vehicles, contact Concierge Services for assistance.

Handicapped parking spaces are reserved and available for the exclusive use of guests or visitors. In the event that residents need assistance with parking or retrieving their vehicles, Valet employees are available to provide this service.

## **Outside Employees**

If any outside employees (secretaries, bookkeepers, trainers, housekeepers, caregivers, among many examples) are employed regularly by residents, they must register at the Concierge desk each time they enter and exit the buildings. For security purposes, outside employees are required to wear a name tag. They should not park in spaces reserved for residents or guests. A Concierge will provide directions for parking, if needed.

Outside contractors will be informed about available parking. During the height of the season when parking is at a premium, they will be required to park in a designated space assigned by the Concierge Desk.

Residents expecting a large work truck or delivery truck should alert the Concierge desk.

## **Personal Gifts to Employees**

No personal gifts may be given to employees of Sarasota Bay Club, either directly or indirectly. As with tips, an employee who accepts a gift from a resident may be terminated from employment.

## **Pets**

One or two small dogs or cats, expected to grow no more than 20 lbs. at maturity, may be kept in a residential unit, in accordance with the following regulations:

Residents who have pets must register them with Concierge prior to moving into the community. Residents who obtain pets while residing at SBC must also register the pet prior to bringing a new pet into the community. Evidence of current vaccinations as well as information about a pet's significant health problems is required. For the safety of everyone, vaccinations must be kept up to date. Provisions for pet care, should a resident become unable to provide that care, should be determined prior to acceptance of the pet into the community. If the emergency contact is not available and the resident goes to the hospital, we will board the animal at the resident's expense.

Please bear in mind that not every resident likes animals and some may even be allergic to them. Residents who are passing through lobbies with a pet on a leash may allow their pet to walk only on the tile areas; pets must be carried on the lobby carpets. Pets are not permitted in any dining areas. Residents must keep pets quiet and restrained anytime they are taken outside apartments. Residents with dogs displaying aggressive or inappropriate behavior, including excessive barking, may be requested to have their pets spayed or neutered, or asked to remove their pets from the premises.

Residents are expected to respect the lovely SBC grounds and are responsible for picking up after their pets, no matter how small. SBC provides pet stations, with bags and disposal containers, outside both towers. As time goes by, should a resident suffer any health issues that prevent them from cleaning up their pet's waste, they should hire a dog walker or use a pooper scooper. "Pooper scoopers" may be purchased from pet supply outlets. Residents should make any of their private staff aware of these pet care guidelines.

The recommended procedure for taking pets outside to walk is as follows:

1. Take pets down to the garage in the elevator and exit the garage through the vehicle exit. To raise the door, push the button to the right of the door. If you take your pet through the lobbies, pets must be on a leash and walked on the tile areas.
2. Walk pets in the designated area along the north or south side of the building. Anyone walking a dog on SBC property is required to clean up after the pet. Pet stations with plastic bags and containers are provided for everyone's use.
3. To re-enter the building, you must have a garage door opener to enter through the garage door or you may walk your pet through the lobby on the tile floor. You can also enter through a stairwell that has a code or FOB. If you wish to enter this way, call the Front Desk for the code. For security reasons, we change this code from time to time.
4. Take the elevator from the garage back to your apartment. You will need to carry your FOB to get into the elevator lobby or know your personal code.

### **Proper Use of Common Areas**

Sidewalks, lobbies, elevators, halls, corridors, and stairways of Sarasota Bay Club shall not be obstructed and may not be used for any purpose other than entering or leaving apartments. Any deviation from this rule requires Management approval and must meet all safety regulations.

### **Guidelines for Use of Common Rooms**

- Wholesale solicitation of SBC residents is prohibited.
- Private events must be sponsored and hosted by SBC residents.
- SBC residents will comprise a majority of attendees at all such events, and, depending on the size of the activity, up to 40 outside guests may be included without management approval and RAC endorsement.
- No event shall be permitted that involves an offensive or illegal act, endangers the health of a resident, or is an unreasonable nuisance or disturbance to residents.
- Commercial, charitable, and religious gatherings, including fund-raising events, would be allowed in accordance with these guidelines.
- Political meetings will not be allowed, in accordance with guidelines determined by the Resident Advisory Council at their meeting of 7/18/2012.
- Activities will comply with all limits established by any affected departments; i.e., Concierge or Dining Services.
- Rooms are to be reserved through the Lifestyle Director on a first come, first serve basis. Dining activities are to be coordinated with the Food & Beverage Director. Scheduled events on the SBC Lifestyle calendar would, of course, have precedence.
- Printed invitations or notices to SBC residents are subject to a final review by the Chief Operating Officer before being issued.

## **Refurbishing Fee**

When a resident permanently vacates a condominium unit, a reasonable refurbishing fee will be assessed to recondition the apartment and prepare it for occupancy by a subsequent Resident. See Repurchase Agreement, pg. 3, 1(b).

## **Residence Entry**

You control access to your apartment. In your absence, however, Management reserves the right to make checks of your apartment and may be required to act on its own authority to admit service personnel to your apartment without your prior approval. Such cases might include emergency service for a plumbing problem or to satisfy the requirements of a regulatory agency, etc.

We will always have an appropriate staff person accompany any non-staff personnel who must enter your apartment while you are away; but in any event, all such entries must first be approved by the Concierge Department. If entry is necessary in your absence, a written, signed report of the entry will be left in your apartment.

To assist us in maintaining the highest level of security, please provide a list to management of those people you authorize to enter your residence while you are absent, in the event of illness, transfer to The Inn or the hospital, or in the event of death. Without this prior permission, no one, including family, will be given access to your apartment unless they have your legal power of attorney or some other legal document, such as one issued to a court-appointed executor/executrix.

## **Rules and Regulations**

Sarasota Bay Club reserves the right to adopt such reasonable rules and regulations as it shall deem necessary for the orderly operation and management of the retirement center, and for the health, safety, welfare, peace and comfort of the residents. Residents agree to abide by all such present and future rules and regulations, including the Condominium Rules and Regulations, which are stated in the legal documents. The following rules are presently in effect:

1. **Offensive Activities.** No noxious or offensive activity shall be carried on in any apartment, or upon the Common or Limited Common Elements, nor shall any of it be used in any way for any purpose that might endanger the health or unreasonably disturb any occupant. No resident shall make or permit any noises that will disturb or annoy the occupants of any of the apartments, or do or permit anything to be done which will interfere with the rights, comfort or convenience of other residents. Radios, televisions, stereos, and other instruments that might create noise, should be turned down to a minimum volume between the hours of 11:00 p.m. and 8:00 a.m. All other unnecessary noises between these hours should be avoided. Residents are responsible for monitoring all odors that may originate from their apartment from cooking, refuse or anything else that could be considered offensive to the other occupants of the building. A resident shall not commit or permit any nuisance or illegal act in his apartment or on any portion of the condominium property.
2. **Discrimination.** No action shall at any time be taken by the Association that in any manner would discriminate against any resident in favor of another.

## **Tobacco Free Policy**

Effective January 1, 2015, Sarasota Bay Club became a tobacco free campus. Residents retain the right to use tobacco products while in their individual apartments as always. However, the use of tobacco products is prohibited elsewhere in all buildings, loading docks, roof tops, balconies, vehicles, parking lots, garages, sidewalks and grounds on the campus. This prohibition applies to residents, guests, vendors and employees. Use of tobacco products means the use of cigarettes, cigars, snuff, chewing tobacco, pipe tobacco, or any other product containing nicotine (patches, gum, etc.) as well as electronic (smokeless) cigarettes. Please inform your guests of our tobacco free policy.

Smokers entering Sarasota Bay Club should respect the property by depositing spent matches and butts in the appropriate receptacles outside.

## **Extra Storage**

Sarasota Bay Club provides an interior storage cage for each apartment. Residents must provide their own locks. Contact Concierge Services for further information and assistance.

## **Tipping Not Permitted**

No tipping of Sarasota Bay Club campus staff members is permitted. The acceptance of a tip by an employee could be grounds for termination. Please do not place staff members in an uncomfortable position by offering tips. The only exception is the hair salon, which is not operated by Sarasota Bay Club.

Toward the end of each year, the Resident Advisory Council invites residents to donate to the Employee Appreciation Fund that is distributed to the SBC staff each December. The payout is based on the number of regular hours worked by each staff member.



**2016**  
**RESIDENT ADVISORY COUNCIL MEMBERS**  
 (Revised 2/18/2016)

Apt. #	Name	Phone#
209	BASIST, RITA	955-4987
1113	DREHER, GINNY	383-2772
212	EISNER, FRANCES	955-4686
1107	FOLTZ, CARL	953-3721
321	GREEN, CAROL	487-8987 President
904	PALMER, MARY	365-8055 Secretary
107	PELTON, RICHARD	955-2333 Vice President
706	SANDLER, ELAINE	359-2928
806	SINGER, CAROLE	387-3355 Treasurer

**COMMITTEES:**

<b>Dining</b>	<b>Rita Basist, Chair .....955-4987</b> Carl Foltz.....953-3721 Mary Palmer.....365-8055 Carole Singer.....387-3355
<b>Maintenance/ Safety/Security</b>	<b>Richard Pelton, Chair.....955-2333</b> Carl Foltz .....953-3721 Harry Tobler (non-RAC member).....923-8490
<b>Lifestyle</b>	<b>Elaine Sandler, Chair ..... 359-2928</b> Carole Singer ..... 387-3355
<b>Hospitality</b>	<b>Ginny Dreher, Chair..... 383-2772</b> Frances Eisner ..... 955-4686

## SARASOTA BAY CLUB CONDOMINIUM ASSOCIATION – 2016

Steve Roskamp	President and Commercial Unit Owner	954-1111
Robert Schlanger	Vice President (2009)	955-0616
Don Markstein	Secretary/Treasurer (2008)	330-9613
Marvin Mills		351-8726
Greg Patterson	Commercial Unit Owner	954-1111

### Committees:

<b>Budget &amp; Finance</b>	Don Markstein, Chair	330-9613
	John Dockum	362-7191
	Marvin Mills	351-8726
<b>Grounds</b>	Laura Mills	351-8726
	Helen Ettinger	955-1861
	Diane Levy	366-1925
	Terry Caplinger	366-7667
<b>Building</b>	Marvin Mills	351-8726
	Terry Caplinger	366-7667
<b>City Affairs</b>	Steve Roskamp, Chair	954-1111
	Rosemarie Myerson	316-0134
	Ed Page	951-1331
	Bob Schlanger	955-0616

## SERVICE FEES

(Effective 7/1/2016 – Prices are subject to change)

### Dining Services

Meal per Day Plan	\$321.00/month
21 Meals per Month Plan	\$227.00/month
16 Meals per Month Plan (new option in 2014)	\$206.00/month
12 Meals per Month Plan	\$155.00/month
Flexible Meal Plan	\$ 16.00/meal
Guest Meals	\$ 18.00/meal
Children	\$ 13.00/meal
Guest Brunch	\$ 20.00/meal
Take-Out Delivery Charge	\$ 5.00/delivery (after 3 per month)

### Housekeeping

Standard Weekly Housekeeping	\$226.00/month
Standard Bi-weekly Housekeeping	\$120.00/month
Standard Weekly – Extended Unit	\$296.00/month
Standard Bi-weekly - Extended Unit	\$192.00/month
Deluxe Weekly (3 hours per week)	\$327.00/month
Deluxe Bi-weekly (3 hours biweekly)	\$178.00/month
Deluxe Weekly (4 hours per week)	\$426.00/month
Deluxe Bi-weekly (4 hours per week)	\$238.00/month
Penthouse Weekly Deluxe (3hrs per week)	\$501.00/month
À la Carte Housekeeping	\$ 30.00/hour
À la Carte Interior Window Washing	\$ 5.00/window

### Transportation

Personal Transportation	\$157.00/month
À la Carte Transportation	\$13.00 for every five miles \$13 for trips to Bradenton/Siesta Key or crossing the county line at Longboat Key plus \$2.60 per mile outside area. \$6.50 (each way) to Van Wezel

### Maintenance

Special Maintenance Requests (1/2 hour minimum)	\$ 42.00/hr. (per man)
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## **Car Washing**

Standard, Weekly Car Washing Service	\$70.00
Standard, Bi-weekly Car Washing Service	\$35.00
Standard, As Needed Car Washing Service	\$22.00 (per wash)
Deluxe, Weekly Car Washing Service	\$101.00
Deluxe, Bi-weekly Car Washing Service	\$49.00
Deluxe, As Needed Car Washing Service	\$32.00 (per wash)

## **Guest Suites**

All 3 guest suites are 2 bedroom/2 bathrooms, with the following nightly rates:

\$150/night for 1-2 adults

\$175/night for 3-4 adults

No charge for children under 12 years of age

## **Office Assistance**

Copies – No charge

Faxes – No charge

Postage – Charged to resident's account according to Postal Service mailing rates.

## **If we have our driver pick up or deliver for you (within five mile radius)**

Charge per Trip - \$5.00

e.g., Post Office/Mail Boxes Etc./UPS/Dry Cleaner/Drug Store/Liquor Store. **Please provide 24 hours notice for these services by calling our Transportation department at Extension 318.**

One “free” trip to the U.S. Post Office on Monday afternoons. **Please request before Noon the same day.**

# Sarasota Bay Club Transportation

Destination                      Days                      Departure                      Stay                      Vehicle                      Trips/Month                      Charges  
Time                      Time

## SHOPPING TRIPS

Publix Broadway	Tuesday	11:00 a.m.	1-2 hrs.	Bus	4/5	No Charge
Publix on Bay Street	Thursday	11:00 a.m.	1-2 hrs.	Bus	4/5	No Charge
Publix Broadway	Saturday	11:00 a.m.	1-2 hrs.	Bus	4/5	No Charge
Westfield Town Center	Last Friday of each month	1:00 p.m.	3-4 hrs.	Town Car or Bus	1	No Charge

## STEPPING OUT

In Town	Tuesday	6:00 p.m.	5 hours	Bus	4/5	No Charge
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## PERSONAL TRANSPORTATION PLAN

Within Area *	Monday-Saturday	9:00 a.m. to 4:00 p.m.	Optional	Town Car	No Limit	\$157.00 per month plus \$2.60 per mile outside area
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## A LA CARTE SERVICE

Within Area*	Monday-Saturday	9:00 a.m. to 4:00 p.m.	Optional	Town Car	No Limit	\$13.00 each way
Bradenton or Siesta Key Crossing	Monday-Saturday	9:00 a.m. to 4:00 p.m.	Optional	Town Car	No Limit	\$13.00 each way plus \$2.60 per mile outside area
Van Wezel	Monday-Saturday	9:00 a.m. to 4:00 p.m.	Optional	Town Car	No Limit	\$6.50 each way

## BUS RENTAL

Within Area*	Monday-Friday Saturday/Sunday	Optional	Optional	Bus	Subject to Availability	\$41.00 per hour plus \$2.60 per mile for trips over 5 miles.
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Schedule transportation 24 hours in advance – Monday thru Friday 8:00 a.m. - 4:00 p.m.

Transportation - extension 318 or Concierge Services Director - extension 302

\* Local transportation area boundaries: **N**orth: University Parkway **S**outh: Proctor Road

**E**ast: I-75 **W**est: Adams St. (first block of St. Armand's Circle)

When using Yellow Cab the gratuity is automatically included.

SBC social trips are arranged through Arts & Leisure (e.g., museums / season tickets / Tampa etc.) via sign-up sheets with a minimum number required. (Cost varies from \$3.00 and up)

Revised: July 2011
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## *Sarasota Bay Club*

ClubCare at Sarasota Bay Club agrees to comply with the applicable provisions of the Administrative Simplification section of the Health Insurance Portability and Accountability Act (HIPAA) of 1996, as codified at 42 U.S.C. 1230d through d-8, and the requirements of any regulations promulgated there under including without limitation the federal privacy regulations as contained in CFR Part 164 (the “Federal Privacy Regulations”) and the federal security standards contained in 45 CFR Part 142 (the Federal Security Regulations”). ClubCare at Sarasota Bay Club agrees not to use or disclose any protected health information, as defined in 45 CFR 164.504, or individually identifiable health information, as defined in 45 U.S.C. 1230d (collectively, the “Protected Health Information”) regulations promulgated under HIPAA including without limitation the Federal Privacy Regulations and the Federal Security Regulations. ClubCare at Sarasota Bay Club agrees to implement appropriate safeguards to prevent the use or disclosure of a resident’s Protected Health Information other than as permitted by law.

**HIPAA Compliance and Privacy Officer designated for  
ClubCare at Sarasota Bay Club:**

Gail Chase, Chief Operating Officer  
1301 North Tamiami Trail  
Sarasota, Florida 34236  
(941) 366-7667, Extension 336

**To File a Complaint concerning violation of your HIPAA rights:**

Gail Chase, Chief Operating Officer  
(941) 366-7667, extension 336

Or

U.S. Department of Health and Human Services  
200 Independence Avenue, S.W.  
Washington, D.C. 20201  
(202) 619-0257  
Toll Free 1-877-696-6775