

TABLE OF CONTENTS

CADBURY COMMONS CLUB MEMBER HANDBOOK	1
Welcome/General Information	1
I. ADMINISTRATION SERVICES	2
Problem-Solving Process	2
Suggestion Process	2
Cadbury Commons Advisory Council (CCAC)	2
II. ARTS & LEISURE	
Activities	3
Board & Card Games	3
Fitness Center	3
Fitness Program	4
Second Floor Parlor Area	4
Jacaranda Trace Travel Program	4
Arts & Crafts	4
Library	5
Theatre	5
Movie Library Checkout Instructions	5
III. EVENTS AND TRIPS	6
Monthly Calendar	6
Programs You Can Count On	6
Sign-Up Procedures and Deadlines	6
Green List	7
Waiting Lists	7
Bus Trip Cancellation Policy	7
Ticket Policy	8
Transportation Rules	8
Pool/Spa	8
Pool Lift	10
Pool & Spa Closing	10
Sunbathing	10
Proper Dress Outside Unit	10
IV. FINANCIAL SERVICES/ACCOUNTING	11
Accounting	11
Monthly Statement	11
Increase in Resident Service Fee	11

Changing Services Choices	11
IV. FINANCIAL SERVICES/ACCOUNTING CONTINUED	
Service Fees	11
Copies	11
Fax Service	11
Notary Public	12
V. COMMUNICATIONS	13
Address of Your Condominium	13
Newspapers	13
Telephone	13
Television	14
In-House Mail	14
Cadbury Commons Club Member Handbook	14
Condominium Meetings	14
Barclay Manor	14
Cadbury Commons Club Member Meetings	15
Cadbury Commons Advisory Council (CCAC)	15
VI. CONCIERGE SERVICES	16
Keys	16
Safety	16
Security	16
Vacation & Overnight Absence	16
VII. TRANSPORTATION	17
Basic Transportation Plan	17
Prescriptions	17
VIII. DINING SERVICES AND HOURS	18
Dining Room Usage	18
Placing Your Order	19
Reservations	19
Safety	19
Dress Code	20
Guest Meals	20
Meal Delivery	20
Meal Pick up	20
Private Dining Room	21
Private Parties	21

IX.	EMERGENCY ASSISTANCE	22
	Emergency Assurance System	22
	Electric Power Failure	22
	Whittier Manor	22
	Barclay Manor	22
	Elevators	23
	Emergency Assistance	23
	Emergency Exits/Stairways	23
	Fire Extinguisher	23
	Fire Safety System	23
	What if there is a fire in my unit?	23
	If the general alarm sounds, what should I do?	24
	What if I am handicapped?	24
	When an alarm occurs, use the following safety rules	24
	Safety Tips	25
	Hurricane Procedures	25
X.	HEALTH SERVICES	26
	Club Care Home Health Agency	26
	Assisted Living	26
	Memory Care	26
	Wellness Services & Nurses	26
	Dr. Shariff	26
	Venice Regional Rehabilitation	27
	Resident Profile	27
XI.	HOUSEKEEPING & MAINTENANCE SERVICES	28
	Unit Cleaning	28
	Standard & Extended Units – Weekly or Bi-Weekly	28
	Flexible Plan	28
	“Check & Clean” Service	28
	Additional Unit Cleaning Services	29
	Common Areas	29
	Trash Disposal and Recycling – Web Address	29
XII.	MAINTENANCE	30
	Services	30
	Services Provided in your monthly HOA Fees	30
	Work Orders	30
	Utilities	31

XIII. MISCELLANEOUS	32
Unit Entrance – Barclay, Common Area	32
Unit Entrance – Whittier, Common Area	32
Unit Doors	32
Children Visitors	32
Emergency Assistance	32
Employees	32
Exhibits	32
Extra Staff Service	32
Flammable Materials	33
Insurance on Jacaranda Trace Property	33
Key to Residential Units	33
Nametags	33
Neatness	33
No-Access Areas	33
Parking Space	33
Parking Stickers	34
Personal Gifts to Employees	34
Pets	34
Proper Use of Common Areas	34
Residence Entry	34
Rules and Regulations	35
Tobacco Free Policy	35
Storage of Resident Items	35
Tipping	36
Guests	36
Activities and Use of the Amenities for Guests	36
Meals for Guests	36
Private Parties	36
Guest Privileges & Accommodations	36
Cadbury Commons Advisory (CCAC) Council Members	38
XIV. SALES & MARKETING	39
XV. SERVICE FEES	40
Dining Services	40
Housekeeping	40
Carpet Cleaning	40
Guest Rooms	40
Transportation – Concierge Services	40

Maintenance	41
Fax	41
Club Care Home Health Agency Fee Schedule	42
Cadbury Commons Club Member Membership	43



CADBURY COMMONS CLUB MEMBER HANDBOOK

We are committed to our Cadbury Commons Club Members and guests to provide the highest quality of service and care at all times. To achieve this and maintain the highest level of service, we provide a copy of this Handbook to each Cadbury Commons Club Member of Jacaranda Trace.

Each section in this book covers a specific area. Please use it as a guide to help become acquainted with our community and as a reference source when questions arise.

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

We are pleased you have chosen to be a Jacaranda Trace Cadbury Commons Club Member and look forward to continuing to serve you for many years.

For assistance, you may call the Concierge/Front Desk at 408-2000 or you may call each department directly. See specific departments below:

Chief Operating Officer	408-2033	Housekeeping	408-2096
Administration	408-2053	Maintenance	408-2048
Assisted Living/Manager	244-4370	Program/Activities	408-2060
Assisted Living Staff	408-2065	Sales/Marketing	408-2050
Beauty Salon	408-2080	The Grill	408-2092
Concierge	408-2000	Theatre	408-2046
Dr. Sohail Shariff	584-8185	Transportation	408-2000
Dining Services	408-2088	Venice Rehab.	244-9582
Dining Services Reservation	408-2027	Wellness Services	408-2064
Emergency/Security	408-2000		
Events/Trips	408-2069		
Financial Services/Accounting	408-2034		

The following are conveniently located house phones for your use in contacting other Cadbury Commons Club Members or guests.

Card Room	408-2039
Lounge area across from Concierge	408-2006
Pool/Spa	496-8435
Woodworking Room	408-2149

The **EMERGENCY NUMBER** at Jacaranda Trace is **408-2000**.

ADMINISTRATION

The Chief Operating Officer's office is located on the second floor of the Clubhouse. You can reach her by phone at 408-2033.

Problem-Solving Process

The staff of Jacaranda Trace is here to serve you as an individual and to honor the promises we have made to you. The Chief Operating Officer has the ultimate responsibility to make sure that you are receiving the services that have been promised to you. If you have a concern or question about a particular service, please speak first with the personnel of the department which provides that service. If you cannot resolve your issue after speaking with the Director of that department, you are welcome to contact the Chief Operating Officer

Suggestion Process

If you have a suggestion that you would like to make, please speak first with the department that would directly benefit from your suggestion. If that is inappropriate based on the nature of your suggestion, you are welcome to contact the Chief Operating Officer directly.

Cadbury Commons Advisory Council (CCAC)

In order to help facilitate communication and cooperation between the Cadbury Commons Club Members and management on a variety of ideas and issues, we have formed a Cadbury Commons Advisory Council (CCAC), which is a small representative group of residents who meet on a regular basis with the Chief Operating Officer and other staff members. Council members discuss suggestions and concerns brought to them by residents and/or management, and provide advisory input to management.

The Council may choose to establish committees whose focus is on a particular aspect of life at Jacaranda Trace. For example, it is common to have a Dining Committee.

The CCAC is another vehicle for communication, and does not replace the relationship between the individual resident and management. Residents may bring concerns or suggestions to the attention of management either on an individual basis or through the Council.

The list of current CCAC members can be found on page 35 in this Handbook.

ARTS & LEISURE

Activities

The Arts & Leisure office is located on the second floor of the Clubhouse. The Arts & Leisure's phone number is 408-2060.

The Arts & Leisure Department strives to provide you with a well-balanced program to meet your physical, intellectual, social and spiritual needs. We call this The Jacaranda Trace Signature Lifestyle & Wellness Program. Participating in this program, will assist you in living life to the fullest.

As you explore the Monthly Program Calendar and the Programs You Can Count On Guide, you will notice many options and opportunities to satisfy everyone. Arts & Leisure is dedicated to providing a well-rounded program including entertainment, cultural and educational classes, special events as well as an exciting and fun-filled fitness program, designed to suit our Cadbury Commons Club Member's abilities and interests.

The Director of Arts & Leisure will plan and coordinate various programs of social, cultural, educational and leisure activities in cooperation with local vendors and Jacaranda Trace transportation. Cadbury Commons Club Members take an active role in developing and carrying out these programs by joining various activities and committees.

Each week, there are regularly scheduled day trips, a variety of classes, and full exercise programs in the fitness center, auditorium, multi-purpose room and the pool. We also provide transportation to local community entertainment and events, and purchase tickets for local theaters, concert halls, and parks. In addition, there are shopping trips, game nights, dinner outings, and a variety of special events scheduled monthly. We will occasionally be visiting museum exhibits and community events. Please check the current Monthly Program Calendar and Programs You Can Count On Guide for times and dates.

Board and Card Games

Mixed Bridge, Chicago Style Bridge, Duplicate Bridge, Men's Bridge and Party Bridge, Poker, Pinochle, Euchre, Big Bucks Bingo, etc., are scheduled events and will be held in the Card Room, or second floor parlor of the Clubhouse. They are scheduled and coordinated by the Cadbury Commons Club Members and the Director of Arts & Leisure and listed on the Programs You Can Count On Guide.

Fitness Center

The Fitness Center is located on the first floor of the Clubhouse. The center has state-of-the-art exercise equipment. Cadbury Commons Club Members may use this equipment at their own risk and are responsible for their guests' equipment use. All Cadbury Commons Club Members should receive training and instruction on the equipment before usage. The equipment in the Fitness Center may be used at any time. A Personal Trainer is available twice weekly. Check the Programs You Can Count On Guide for date and time. You may sign up for an orientation with the Personal Trainer in the appointment binder located in the

Fitness Center. Children under the age of eighteen are not permitted to use the exercise equipment in the Fitness Center. No wet bathing suits are to be worn while using the equipment. An emergency pull cord is located in the Fitness Center for emergencies and we encourage anyone working out to wear their "E" Call pendant or bracelet, particularly if you work out alone.

Fitness Program

Organized exercise classes are held Monday through Friday between the hours of 9:00 a.m. and 3:45 p.m. Cardio Workout, Range of Motion, Body Toning, Yoga, Sitting Exercise, Balance Class, Water Aerobics, Balance Class, Silver Sneakers, Low Impact Aerobics and Tai Chi are held at specified times. Consult your Programs You Can Count On Guide for specific times and locations. All exercise classes are at your own risk. Additional classes will be added as the need arises. In addition to exercise classes, Ballroom Dancing, Line Dancing, Square Dancing, Pool Volleyball and monthly outdoor games are scheduled regularly to add variety to our physical fitness portion of The Jacaranda Trace Signature Lifestyle and Wellness Program.

Second Floor Parlor Area

The Parlor area is located on the second floor of the Cadbury Commons Clubhouse. This area is fully equipped for all your gaming needs. There are multiple game card tables, a backgammon table, poker tables, bumper pool, pool table, a multigame table (including foosball, table hockey, etc.) and a chess table. This area is open for your enjoyment 24 hours daily. Please see your Programs You Can Count On Guide for days and times of scheduled events. Ping Pong is available on the first floor of the Cadbury Commons Clubhouse in the multi-purpose room.

The Dakim Brain Fitness unit is also located in this area, and you may take part in a trial demo at any open time. You can add your name, date and time to the reservation binder. Reservation binder can be found at the Dakim desk.

Jacaranda Trace Travel Program

Many of our residents enjoy traveling. Jacaranda Trace offers group excursions such as cruises, bus trips, overnight trips, extended day outings and other travel options. These are coordinated by the Arts & Leisure Director per residents' interest. For some designated Jacaranda Trace group travel, an employee will escort large groups to lead the group and to act as a companion, for those traveling single. For a list of upcoming ventures and trip flyers, see the Travel Club display outside the Arts and Leisure Office.

Arts and Crafts

Arts & Crafts activities are offered occasionally. The Art & Craft Room and Card Room are stocked with a variety of items and small tools for your personal use. You are welcome to help yourself to these items and there is no need to replenish the items you use. Activities are available through the Director of Arts & Leisure. Here you can find our

community jigsaw puzzle table. Feel free to stop by to add a piece or two while you wait for a scheduled event or to challenge your brain.

Library

The Library at Jacaranda Trace is located on the second floor of the Clubhouse. The Library is available to all Cadbury Commons Club Members for reading, browsing, or relaxing. Books, magazines and periodicals are added regularly to expand choices. A variety of newspapers are available for the community. A small business center with two computers, Internet access, printer, fax machine, and a magnifier are available for Cadbury Commons Members and their guests. There is also a reference area located in the Business Center. Resident volunteers are active in organizing and operating the Library. The Library is available 24 hours a day. Contact the Library Committee with your suggestions and donations (see Library Committee Member).

Theatre

A small Theatre is located on the second floor of the Clubhouse. Movies are shown weekly in the Theatre. An audio-video library is located in this room and videos are on hand for your independent viewing as well as audio books for your listening pleasure. Those videos or DVDs may be checked out for home viewing or may be viewed in the Theatre. Ask any staff member for assistance.

Movie Library Checkout Instructions

All audio, VHS tapes and DVDs are color coded by category for your convenience. There is a chart on the wall indicating each category and its assigned color code. You will also find a binder on the top shelf with the listings of what is available for a quick reference.

After making your selection(s), please find the library card(s) for the audio or video tape(s) you wish to check out. Sign, date and put your unit number on the card(s) and place it/them in the "Check Out" box.

When returning selection(s), please place them in the return box. **DO NOT RE-FILE.** If you find a damaged tape, do not discard. Please return it to the Arts & Leisure Department.

Please be considerate and return items in a timely manner.

NOTE: Donations to the Movie Library should be dropped off at the Arts & Leisure Office.

If you have any questions or need assistance, please contact 408-2060.

EVENTS AND TRIPS

Monthly Program Calendar

The Monthly Program Calendar is instrumental in giving you information about programs, events and other amenities that are offered. Monthly Program Calendars are distributed at least one week prior to the upcoming month. This is updated and distributed monthly. The calendar includes special events that are offered for the specific month such as cultural events, outings, classes, games, performances, movies, speakers, workshops and much more. Please refer to the Monthly Program Calendar for details.

Events listed in BLACK do not require you to sign up, just show up and enjoy. Events listed in RED require you to sign up at the Arts & Leisure events high-top table by noon of the given date provided on the back page of the Monthly Program Calendar. Events listed in GREEN require you to call the number provided for a reservation or appointment time.

It is suggested that you review the new calendar upon receiving it; sign up for everything you would like to attend, by doing so, you will not be disappointed. RSVP dates are listed on the back page of the calendar. A day before the event you will receive a reminder telephone call informing you of the event and any special details.

Programs You Can Count On Guide

This schedule provides you with a weekly view of programs that are available to you. The listed events take place on a regular basis. We encourage you to try something new!

Highlight what you want to attend and post it in a place you see regularly. If you misplace your copy, Arts and Leisure will provide a new one.

Events listed in BLACK do not require you to sign up, just show up and enjoy. Events listed in RED require you to call the number provided or sign up at the Arts & Leisure events high-top table for reservations.

Sign-Up Procedures and Deadlines

The sign-up sheets for all activities are located outside the Arts & Leisure Office on the second floor of the Clubhouse adjacent to the second-floor parlor area. Each resident is responsible for signing up for any event they plan to attend. There are four sign-up books: 1) Clubhouse events such as art lessons, lectures, intellectual classes; 2) Off-campus events such as sports, beach trips, nature adventures; 3) Off-campus cultural events for plays, musical productions, operas; 4) Upcoming Month Cultural Events list the upcoming month's offerings to secure good seats. Each sign-up book is organized by the day of the month with numbered tabs for each day. Each sign-up sheet provides event details. The sign-up sheet is very specific and will require: 1) building identification; "W" for Whittier" and "B" for Barclay; 2) unit number; 3) telephone number; 4) last name and first name or initial; 5) your signature. When signing up, it is beneficial to check the price, departure, event times and reminders.

The fee for trips, theater, etc., will be charged to your account and will be on your next monthly statement. There will be instances where advanced payment by check or credit card is necessary.

Cancellations must be done through Arts & Leisure by calling 408-2060. If you cancel prior to the RSVP date, you will not be responsible for the cost if tickets have not been purchased. If you must cancel after the RSVP date or after the tickets have been purchased, the Arts & Leisure Department will make every effort to sell your ticket, otherwise you will be charged for the event. If Arts and Leisure is unable to sell your ticket, you will be charged for the event on your monthly statement.

Green List

If you own a computer and have an e-mail address, we encourage you to add your name to the Green List. By doing so, you will receive correspondence from the Arts and Leisure office via e-mail. Thank you for helping us minimize paper waste.

Waiting Lists

These are attached to each event sign up list if we should be booked to full capacity. If you are on our waiting list and there is a last-minute cancellation, you will be informed of the opening.

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. If you sign up for an in-house activity, please do not write your name where someone has crossed their name off. This is not the proper procedure and directly bypasses the waiting list and Cadbury Commons Club Members who have signed up before you. After all available seats are filled you may wish to add your name to the waiting list. As cancellations are received, we will notify the waiting list members in sign-up order. Additionally, you cannot give your seat to a friend if you cannot go, as it would bypass the waiting list. Often a second trip to the same location is offered due to the interest shown on the waiting list.

Bus Trip Cancellation Policy

There will be a minimum number of passengers required for all bus trips. This number will vary depending upon the trip. If, by the deadline, the minimum number of passengers is not met, the trip will be cancelled. The exceptions are weekly trips to local scheduled events. The van will be used as backup to the bus when applicable.

Should a trip be canceled, we will provide notice on the RSVP date so you can make other arrangements. Exceptions include transportation emergencies and illnesses occurring at the last minute. When an Arts & Leisure event must be cancelled, a message will be added to our in-house station. The club members on the sign-up sheet will be called or an e-mail will be sent if you are on our green list. Each trip, especially one that involves a rented motor coach or airplane, may have separate cancellation provisions.

Ticket Policy

If you need to cancel for an activity where you purchased a ticket, please contact the Arts & Leisure Office. We will attempt to assist you in selling or giving away your ticket. There are no refunds. If there is a waiting list, the Arts & Leisure Department will offer your ticket to the first person on the waiting list. You will receive a refund in this instance.

Transportation Rules

- Bus departs from the port-cochere.
- If you have purchased your ticket on your own, please write “bus only” on the sign-up sheet. You will be responsible for purchase completed by Arts and Leisure if this is omitted.
- Departures will be at the posted time; please be prompt.
- If you are not planning to return on the bus, please notify the driver.
- There are no reserved seats unless specified.
- If you have mobility limitations, we ask that you arrive early. You will board the bus first and be the last to get off.
- The Director of Arts & Leisure or group escort needs to sit up front near the driver, to be able to talk to the group and communicate with the driver. An escort may be provided for overnight trips, extended day trips, cruises, etc.

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

Pool/Spa

Jacaranda Trace will provide and maintain an outdoor heated pool, spa and dressing rooms which are adjacent to the pool. This facility is for the use of Cadbury Commons Club Members and their guests. A telephone is located in the hallway for your convenience. An emergency pull cord is also available by the restrooms. We encourage Club Members to use their “E” call pendant especially if they swim alone.

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. Swim at your own risk; therefore, we strongly encourage you to use the facility with a partner or in the company of others. We believe in the **BUDDY SYSTEM**.
- b. Pool hours:
 - Open Daily 8:00 a.m.
 - Closes ½ hour after sunset, not beyond 9:00 pm.
 - The entire pool area will also be closed during general maintenance and repairs.
- c. Children must be accompanied by an adult. For safety reasons, children younger than 14 years of age must be accompanied by an adult at all times in the pool area.

- d. Please use the pool shower before entering the swimming pool or spa. Do not use soap.
- e. Only acceptable swimwear is allowed in the pool. No street clothes of any type are permitted in the pool. White tee-shirts to prevent sunburn and special UV sun protective clothing are allowed.
- f. No diving, roughhousing, jumping, cannon balls, back flips, etc. are allowed.
- g. Safety equipment is for emergency use only.
- h. For safety reasons, no rafts, innertubes, floating chairs, toys, coins snorkeling equipment, flippers, etc. are allowed in the pool. Floating type noodles are allowed. All children unable to swim must wear floatation equipment and be accompanied by an adult, 18 years or older while in the pool.
- i. Everyone should wear a covering over their swim suit and proper footwear to and from the pool through residential corridors. Also, please be sure that you are thoroughly dried off before walking on the corridor carpeting.
- j. The Spa is located at the poolside. The hot, fast-bubbling water of 102-104 degrees can be beneficial to joints and muscles if used in moderation. We recommend that you not stay in the spa more than five (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 ability, or fainting. It is not safe to use the spa if someone else is not in the pool area. No one under the age of 18 years is allowed in the spa.
- k. No smoking, gum chewing, glass, loud radios, bikes, skateboards or pets are allowed in the gated pool area. No food or drinks are allowed within 4' of the pool. No glass containers are allowed in the pool area.
- l. Please be considerate and give priority to special swimming and aquatic exercise classes scheduled in the pool.
- m. No individual Cadbury Commons Club Member is in charge of the operation of the pool or enforcement of these rules and regulations. If you have a concern about someone not following the rules, please notify management. Problems regarding pool maintenance should be referred to management.
- n. Jacaranda Trace and Cadbury Commons Club Members 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 their experience in the area.

Pool Lift

If you would like to utilize the pool lift, arrangements can be made through Security or Concierge to set up and put away the pool lift. Hours of operation for the lift are Monday through Friday, 8:30 am to 4:00 pm. It is required that you provide at least one-hour notice to the Concierge desk. Staffing is a critical component in successfully providing this service to all residents. Residents are not to utilize the pool lift alone. The Pool Lifeline Button must be used by all residents.

Pool and Spa Closing

For the safety and well-being of residents, the swimming pool or spa will be closed during repairs, contamination of the water, stormy weather, etc.

Sunbathing

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

Proper cover-ups shall be used throughout all other campus areas and when using benches for relaxation.

Proper Dress Outside Unit

Pool use and the sunbathing area are restricted to Cadbury Commons Club Members and their guests. They shall be dressed appropriately at all times. This includes cover-ups such as warm-ups, beach shift, etc. and footwear when traveling to and from these facilities. The main lobby area should be avoided when wearing pool attire. Wet attire should not be placed on furnishings at poolside or on railings, benches or other campus structures. Cadbury Commons Club Members must wear proper footwear outside units, such as corridors, lounges, postal areas, dining facilities, etc. Bedroom slippers shall not be worn in the Dining Rooms or lobby areas. Residents shall not wear lounging attire or bathrobes in the common area.

FINANCIAL SERVICES/ACCOUNTING

Accounting

The Financial Services/Accounting Office is located on the second floor of the Clubhouse.

Monthly Statement

Residents receive a Monthly Statement on the fifth (5th) business day of the month, which will include Cadbury Commons Club Member service fees for the current month and other activity charges or additional purchases (around the club) from the prior month. If you have any questions concerning your statement, please call 408-2034.

Payments are due within five (5) days of the invoice date (payment due dates that fall on a weekend or holiday will be due the following business day). Payments may be made by check or you may elect to have your payment electronically deducted from your bank account. Authorization forms for electronic payment are available at the Concierge Desk or Financial Services. If you have any questions concerning your payments or account balance, please call 408-2034.

Increase in Resident Service Fee

Jacaranda Trace will notify residents sixty (60) days in advance of any increase in Monthly Service fees (Cadbury Commons Club Member Fees). All Condominium fee increases are made within the parameters outlined in your Condominium Documents.

Changing Services Choices

Cadbury Commons Club Members may change their Service Choices for Dining or Housekeeping on a monthly basis by completing a Monthly Service Choice Sheet by the 20th of the current month. The effective date of any change will commence on the first day of the next month. The Monthly Service Choice Sheet may be obtained at the Concierge Desk or through Financial Services.

Service Fees

See page 37 at the end of Handbook.

Copies

Photocopies are available at the Concierge Desk for Cadbury Commons Club Members.

Fax Service

Fax service is available at the Concierge Desk. The Jacaranda Trace fax number is 408-2004. You will be called if you receive a fax, or the fax will be placed in your in-house mailbox.

Notary Public

Notary Service is available to Cadbury Commons Club Members, by appointment, with the Administrative Offices. Please call 408-2053 for these arrangements.

COMMUNICATIONS

Address of Your Condominium

All residents of Jacaranda Trace, Whittier Manor will receive their mail at 3730 Cadbury Circle, Unit # , Venice, Florida 34293. Barclay Manor residents will receive their mail at 3799 Cadbury Circle, Unit #_ . Villa owners will have their own personal address on Cadbury Circle.

For Example: Mr. and Mrs. John Smith	or	Mr. & Mrs. John Smith
3730 Cadbury Circle, Unit 999		3799 Cadbury Circle, Unit 999
Venice, FL 34293		Venice, FL 34293

Your mail will be delivered by the U.S. Post Office to the mailboxes located on the 3rd floor of the Clubhouse across from Concierge.

Your mailbox number is the same as your condominium number and is key-operated. If you lose your key, please call the Concierge Desk.

Items too large for the mailboxes will be placed in a larger box or held at the Concierge Desk. If received by Concierge, you will be contacted by Concierge via telephone. Registered Mail or other items that need a signature upon delivery will be received on your behalf by our Concierge personnel. The registered or certified letter will then be placed in your postal box by the mail carrier. The Post Office will forward personal mail upon request.

Newspapers

Newspapers will be delivered directly to your door by the newspaper carrier. You must order directly from the newspaper of your choice.

Please recycle newspapers using our recycling system.

Telephone

Jacaranda Trace telephone services are provided through Frontier or Comcast.

- This system allows the resident to use any manufacturer's equipment, which may be connected via the wall jack in each room.
- Contact Frontier at 1-866-892-8368 or Comcast at 1-855-510-1609 to install or activate your telephone line. There may be an installation fee for the first line. If you require an additional telephone line, computer modem line, or fax line there may be an activation charge for each additional line.
- If you are having trouble with your telephone service, notify Frontier directly at 1-866-892-8368 or Comcast at 1-855-510-1609, and a service call will be made. If the cause of the problem is within your equipment, you will be billed for these services.

- In case of emergency, dial 408-2000.

Jacaranda Trace has an in-house Cadbury Commons Member Directory, which is updated once a year.

Television

Basic cable television service is included in your monthly condominium fee and includes 48 channels as follows.

Channel 195 is a 24-hour Jacaranda Trace information channel. Various announcements, activities and menus are posted on Channel 195. Satellite TV does not pick up Channel 195. Jacaranda Trace has a contract with Comcast Cable to provide basic cable TV. You are charged a fixed monthly fee in your condominium fee for this service. If you choose to select Verizon for your TV provider you will still have to pay the monthly cable fee as part of your condominium fee and you will not be able to receive Channel 195 without a cable box. Without the cable box, the channel becomes 120. The in-house station may be viewed on any of the clubhouse televisions.

Should you experience any problems with reception, call the Concierge Desk at 408-2000.

If you wish additional channels such as movie channels, they must be ordered directly through Comcast Cable, at an additional charge.

In-House Mail

All in-house written notices are regularly distributed to your in-house mailbox located in the mailbox area on the third floor of the Clubhouse. This is the primary way for Jacaranda Trace to communicate with you. In the case of an urgent communiqué or one with a short time frame, a message will be placed on Channel 195 or a phone message may be sent to the community.

The internal mailboxes at Jacaranda Trace **are not** to be used to distribute advertisements or bulk internal mailings, without the prior approval of Administration. Notes or letters to or from Administration or to anyone else within Jacaranda Trace, including residents, can be placed in these boxes. No postage is required for this service.

Cadbury Commons Club Member Handbook

As policies are modified or clarified, we will distribute updated information with specific instructions regarding replacement of pages. We strongly suggest that you keep your handbook in a convenient place and insert the updated pages as you receive them.

Condominium Meetings

Barclay Manor: The Barclay Manor Condominium Association Meetings will be held in the Enrichment Center on the second floor of the Clubhouse at a date and time to be determined. A Notice of Meeting will be posted at least 48 hours in advance on Channel 195. An Annual
February 2018

Member's Meeting is held once a year and notice will be posted at least 14 days prior to the meeting. Meetings will be posted in two locations:

- 1). In the glass case near the Concierge Desk and
- 2). On the bulletin board in the Barclay Lobby.

Cadbury Commons Club Member Meetings

Each month Jacaranda Trace management will host a Cadbury Commons Club Member Town Hall Meeting in order to share information and obtain feedback. The meeting is currently held the last Tuesday of each month at 3:30 p.m. in the auditorium (3rd floor Clubhouse). Reminders will be posted in the elevators.

Cadbury Commons Advisory Council (CCAC)

See the Administration section.

CONCIERGE SERVICES

Concierge Services consists of a variety of services you receive from our staff located at the desk on the third floor of the Clubhouse. This may be placing a Work Order for repair needed in your unit, requesting personal transportation, notifying the staff about your plans to be away from Jacaranda Trace for extended periods of time and ancillary services such as pest control and dry cleaning.

We have named this Concierge Services to indicate that you may contact them for any service you need, and they will either take care of it themselves or make the necessary arrangements with others. You simply call the Concierge at 408-2000. Concierge is available to all Cadbury Commons Club Members.

Vendors who enter the Barclay lobby should check in with the Concierge personnel who will phone the resident host for authorization before allowing visitors to go to the resident's unit.

Keys

Residents will receive keys and gate access devices when they move in. These will include a key to the unit, and mailbox keys.

If you need a replacement key or gate opener, please call the Concierge Desk. There will be a charge for a duplicate.

Safety

We want Jacaranda Trace to be a safe place. If you should see any unsafe condition, please report it to Concierge Services.

Security

We provide for 24-hour access to staff at the Concierge Desk and on the Jacaranda Trace premises. In the event of any emergency, trained personnel are on duty to assist as needed.

Vacation and Overnight Absence

Always notify the Concierge Desk personnel if you will be absent overnight or longer. When leaving for vacation or an extended period of time, obtain a Resident Leave Form at the Concierge Services Desk and complete it before leaving. (See Service Choice Changes) Hold mail forms are also available at the Concierge Desk.

TRANSPORTATION

Basic Transportation Plan

Jacaranda Trace will provide Cadbury Commons Club Members basic transportation. We will provide all Cadbury Commons Club Members with group transportation for shopping trips, church and social and leisure activities scheduled by Jacaranda Trace. All transportation will be provided at scheduled times as determined by Jacaranda Trace. Transportation will be provided to medical, dental, financial and legal appointments within the regularly scheduled hours and within the regular geographic service area as defined within a 10-mile radius. A special service driver will provide extended transportation for appointments outside the 10-mile radius. Transportation rate applies at \$10 per every 5 miles, except for medical, dental, financial or legal appointments. Some restrictions apply so please check with the Concierge Desk. Trips outside the 10-mile radius must be arranged with a minimum of 48-hours' notice, excluding weekends. This will allow us to obtain a driver.

When calling the Concierge Desk, please provide the following information: appointment time, doctor's name and location or address of where you are going.

We strive to get everyone to their destination on time, please do not ask the driver to make additional stops as this can cause delays for the residents. If you require additional stops, please schedule them with the Concierge desk.

All trips must be scheduled through the Concierge desk, please do not call the drivers direct to schedule transportation.

Hours of operation are 8:00 am to 4:00 pm, Monday through Friday. When making appointments please keep in mind that the drivers day ends at 4:00 pm. Appointments should be made prior to 2:00 pm to allow for doctor appointment delays.

Church transportation is also offered to select local churches within the 10-mile radius. Please check with Concierge on the departure times for each church. Please sign up for transportation prior to Sunday.

Airport transportation is available for a fee. Call Concierge to set up appointments with an advanced notice of at least 72 hours.

Prescriptions

Arrangements have been made with Guardian Pharmacy, Venice Apothecary and Village/Young Pharmacy to have prescriptions filled and delivered to our Concierge Desk. You can drop your prescription off at the Concierge desk. The pharmacy of your choice will have a locked drop-off box. The Concierge Desk will contact you when your prescriptions have arrived.

DINING SERVICES AND HOURS

Formal and informal dining is available at Jacaranda Trace. Comments or questions regarding this department should be addressed to the Dining Services Director.

Jacaranda Trace will provide Cadbury Commons Club Members the choice of five meal plans. These monthly plans are the thirty-five (35) Meal Plan, the thirty (30) Meal Plan, the Twenty-one (21) Meal Plan, the Twelve (12) Meal Plan, Six (6) Meal Plan and the Flexible Meal Plan, where Cadbury Commons Club Members pay for meals on an à la carte basis. Cadbury Commons Club Members may change their choice of meal plan on a monthly basis however the changes need to be made by the 20th day of the current month in writing. The effective date of any change will be the first day of the next month. Regardless of the meal plan selected, Cadbury Commons Club Members are always welcome to dine with us.

Dining Room Usage

Dining is available in our dining rooms with waiter/waitress and host/hostess service, selective menus, optional buffets, and occasional theme dinners. Meals in the dining rooms are currently scheduled as follows:

Continental Breakfast Monday- Saturday 7:00 a.m. to 10:30 a.m. Grand Parlor Area

Lunch: 11:30p.m. – 1:30p.m. The Grill

**Dinner: 5:00 p.m. - 7:00 p.m. - Formal Magnolia Room
5:00 p.m. – 7:00 p.m. - Less Formal Hibiscus**

**Sunday: 11:00 a.m. - 1:30 p.m. – Brunch Buffet in the
Formal Magnolia Dining Room and the less formal
Hibiscus Room**

Monday Night – The Grill

5:00 p.m. to 7:00 p.m. The Grill – Reservations Required. (Monday night only)

Seating for reservations is available in 15-minute intervals. If a Club Member has a reservation and shows up 15 minutes late, we reserve the right to give the table away and the late Club Member will have to wait for the next available opening.

On holidays and special events, the dining hours may be extended to start earlier than 11:00 a.m. for Brunch and stay open later than 1:30 p.m. Plated dinners may also begin earlier than 5:00 p.m. and extended past 7:00 p.m. We request reservations be made, regardless of the amount of Cadbury Commons Club Members and Guests.

Placing Your Order

When you dine with us, you will be ordering from a printed menu that will be presented to you. At the time you place your order, please inform your server of your choices, including special instructions such as "well done," "no sauce," or "any condiments." If the menu selection is soup or salad, there will be a \$2.00 charge when soup AND salad are ordered. **We strive to have enough Entrees for everyone, but we will not reserve Entrees or Desserts. We will operate on first-come first-serve basis.**

Reservations

Reservations are required at all meals. For reservations for Main Dining Room call Dining Reservations at 408-2027. Reservations for The Grill, please call 408-2092. The following are the time guidelines for making your reservations:

DINNER:	11:00 a.m. – 4:00 p.m.	Any Day
BRUNCH/HOLIDAYS:	9:00 a.m. to 11:00 a.m.	Any Day

Fridays you will need to make reservations in person (no phone calls are accepted) starting at 11:00a.m on Friday for the following Friday. You can make reservations all the way up to Friday the day of the reservations.

If you would like to make a reservation after 4:00 pm, for same-day dining, it must be done in person at the reservation desk.

The Host/Hostess will take reservations between 11:00 a.m. and 4:00 p.m. If you receive a recording, we are on the line with someone else. Please leave your reservation information, and we will get back to you as soon as possible. If there is a problem with the requested reservation, someone will contact you. If you are going to experience a 15-minute delay or more in arriving for your reservation, please contact us at 408-2027. We appreciate your courtesy in this matter and by doing so it will enhance all Cadbury Commons Club Members and their guests dining experience. The wishes of Cadbury Commons Club Members to dine together are understood and encouraged. Advance planning will be greatly appreciated and this will help eliminate delays for you and other Cadbury Commons Club Members.

Safety

For the safety of members, visitors, and staff, we request that while a member is utilizing a dining area, he/she should avoid the use of assistant devices (such as walkers, electric carts, wheelchairs, etc.) whenever possible. If needed, our staff will be pleased to assist a Club Member to a standard chair, and will remove the assistant device from the dining room once the member is seated. The assistant device will be returned when the Club Member is ready to leave the dining room.

Please refrain from entering the kitchen without permission or a guided tour.

When food and/or beverage are served in the pool area no glass or china may be used. All items need to be in “to go” or appropriate containers. If you would like to use our grills please call dining at 408-2027. We would like to make sure we have it ready for you.

Dress Code

Cadbury Commons Club Members are expected to use good judgment in the selection of clothing. Appropriate appearance in the dining rooms is required and in keeping with the level of formality of the occasion. The same is true for their guests. The noon meal in the Grill is a casual atmosphere. The evening meal requires a more formal dress. Jackets are required in the Magnolia Room or formal dining room for males 18 years or older. Jackets are not required in the Hibiscus room for dinner. A shirt with a collar and long pants are appropriate. Boys and girls age 12 or older are required to wear pants (no shorts allowed). Jeans are **not** permitted in the Magnolia or the Hibiscus Dining Room. There will be no hats permitted in the Dining Rooms. Shorts or jeans are not permitted during Happy Hour in the Bar area. A casual brunch will be allowed on New Year’s Day, Memorial Day, Labor Day and July 4th. On these days, dinner will not be served that evening. On a causal day for dinner or brunch, jeans or shorts will be permitted in the Magnolia and Hibiscus Dining Rooms. These dress code rules have been developed by the resident body. Above holiday list is not considered a declared casual dinner.

Guest Meals

Cadbury Commons Club Members are encouraged to entertain their guests in our dining rooms. Cadbury Commons Club Members entertaining outside guests will need to call for reservations. These reservations are subject to availability. In order to ensure efficient service for our Cadbury Commons Club Members and guests, reservations for guest meals should be made by calling at least 24 hours in advance. Meal credits may be used for guest meals at lunch or dinner. Cadbury Commons Club Members hosts will be billed on their next monthly statement. The current price list for a guest meal is available on page 37.

Meal Delivery

Cadbury Commons Club Members will be given 3 meal deliveries a month at no charge. A nominal delivery fee will be charged to your account for each meal delivered to your condominium after your three meals at no charge. To place your order and arrange meal delivery, call Dining Reservations at 408-2027 between 11:00 a.m. and 4:00 p.m. Meals will be delivered at 5:00 p.m. or 7:00 p.m. Please advise dining of your desired delivery time. The Grill is pick up only. **We cannot accept any “to go” orders after 4:00 pm.**

Meal Pickup

This service is provided to accommodate Cadbury Commons Club Members who desire to dine in their condominium and wish to pick it up themselves. To place your order and arrange meal pickup, call Dining Reservations at 408-2027 between 11:00 a.m. and 4:00 p.m. Meals may be picked up either at 5:00 p.m. or 7:00 p.m. Please advise us of your desired pickup time. To place your order and arrange pick up from the Grill please call 408-2092.

Private Dining Room

A private dining room can be reserved for entertaining friends and family. The private dining room is reserved on a first-come, first-serve basis. The Dining Services Director/Executive Chef will discuss your menu preferences and provide an estimated charge for the event. Please note that during holiday times, there may be several requests for this room. Please contact Dining Services for reservations.

Private Parties

You can arrange to have private parties in your condominium, private dining room, or in other available rooms. This may be arranged through Dining Services. Also, Cadbury Commons Club Members may order cakes, cookies, and other specialty items 48 hours in advance. These services are subject to staff and facility availability after the club services and the regular dining services have been fulfilled. Private parties can be coordinated through the Dining Services Director, 408-2088.

EMERGENCY ASSISTANCE

Emergency Assurance System

“E” Call system services are included in your Cadbury Commons Club Member Services.

Upon move-in, you will be issued a pendant or bracelet. In the event of an emergency, simply press either your pendant or bracelet. Within seconds, someone will respond to your “E” system alert via telephone. Should help be needed or no contact is made, help will be immediately sent to you. Pull cords are located throughout the Clubhouse – Library, Dining Room, Theatre, etc.

You will be shown how to use the “E” Call system at the time it is issued to you.

Electric Power Failure

Generators are tested weekly on Wednesdays. If there is an electric power failure, our emergency generator will automatically start to supply electricity to power certain critical areas:

Whittier Manor:

- Elevators (selected)
- Emergency exit signs
- Corridor lights (selected)
- Stairway lights
- Light in the unit foyer

In the event of such a power failure, there will be no electricity available in units for cooking or lights. There will be emergency lighting in the Cadbury Commons Clubhouse for our lobby, dining rooms, and main kitchen.

Barclay Manor:

- Elevators
- Emergency Exit Signs
- Corridor Lights (selected)
- Stairway Lights
- Refrigerator in Unit
- Two electrical outlets in unit – Foyer light and wall between master bedroom and living room
- The Foyer light is operational, if switched to the “ON” position.

In the event of such a power failure, there will be no electricity available in units for cooking or lights. There will be emergency lighting in the Cadbury Commons Clubhouse for our lobby, dining rooms, and main kitchen.

Elevators

Jacaranda Trace is equipped with several elevators. They are regularly maintained to serve you efficiently. All elevators are equipped with emergency lighting and phones that should be used in an emergency. Instructions for using these phones are posted in the elevators.

Do not attempt to use elevators in the event of a fire alarm since they will automatically move to the first floor and stop with doors open to wait for the Fire Department.

Emergency Assistance

Emergency assistance is a top priority. If you need emergency assistance, either use your E- Call pendant or contact Concierge personnel by dialing 408-2000.

Emergency Exits/Stairways

In the event of an emergency, locate the nearest stairway. All stairways are equipped with automatic lights that will function in any emergency.

Fire Extinguisher

Fire extinguishers are positioned in many locations at Jacaranda Trace and are serviced regularly.

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 and persons assigned as Fire Marshals in case of a fire. To remove a seal or a pin from a fire extinguisher in a non-emergency situation is against the law.

Fire Safety System

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

What if there is a fire in my Unit?

1. Your Unit is equipped with at least one smoke detector with battery backup and one horn to alert you when the main panel is activated.
2. In the event of a fire in your unit, leave your unit immediately and close the door. Do not

- attempt to fight a fire.
3. Go to the nearest exit, activate the pull station and proceed to a safe area (for example, a stairwell or behind fire doors.)

If the general alarm sounds, what should I do?

1. Some alarms may be false, but all should be taken seriously. Wait for instructions from announcements over the public-address system. We will inform you on whether or not to evacuate.
2. Unless the fire is inside your unit, stay inside your unit until an “ALL CLEAR” is given. If it is determined that you need to evacuate the Fire Department will come and guide you to safety.

3. **When the Fire Department arrives, they are in control.**

If evacuated, do not re-enter the building until the Fire Department instructs that it is okay to do so or an ALL CLEAR is announced.

4. 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, WE HAVE AN ALL CLEAR**”. This will be repeated after 1 (one) minute.

What if I am Handicapped?

1. If you are unable to get to a stairwell, remain in your unit with the door closed and unlocked.
2. If you feel there is a fire threat to you or your unit call 911. The on-scene fire units or the Incident Commander will be notified.

When an alarm occurs, use the following safety rules

- Do not attempt to fight the fire yourself.
- Do not panic. Stay calm. Your safety will depend on thinking clearly and remembering what you have practiced.
- Open doors carefully only after feeling with the back of your hand to see if they are hot. **DO NOT OPEN A DOOR IF IT IS HOT.**
- If there is a common area fire, the safest place is your unit. **DO NOT LEAVE YOUR UNIT.**
- Stay close to the floor; smoke and hot gases rise.
- Keep doors and windows closed.
- Never re-enter a burning building.
- It is important for all Cadbury Commons Club Members to familiarize themselves with stairwell exits and exit doors not only in their wing but also throughout the building.

Safety Tips

- Do not use your oven or top of range for storage.
- Do not leave items such as candles or portable burners unattended.
- Check older appliance cords for cracking, etc.
- Limit use of extension cords (use grounded type only).
- Avoid using halogen lamps without safety screens.
- If you are handicapped or incapacitated (either temporarily or permanently) notify the Concierge Desk to be on the Special Needs List. This alerts staff and the fire department you will need help during an emergency, such as fire.

Hurricane Procedures

The most current Hurricane Preparedness Memorandum is provided in the back of your handbook. Updates will be provided as necessary.

HEALTH SERVICES

ClubCare Home Health Agency

Jacaranda Trace has arranged with our sister community, Sarasota Bay Club, to have a satellite office of their Home Health Agency on the 2nd floor of the Clubhouse.

ClubCare's nurse is on-site Monday through Friday, 8:00 a.m. to 4:30 p.m. She is available to residents to assist with Wellness questions and services. She can also arrange private duty Home Health services for residents in their condominium. She works with hospital/rehab social workers and discharge planners in arranging for continued rehab on site at Jacaranda Trace and help to coordinate efforts with Medicare-certified Home Health Agencies and their ancillary services. ClubCare may be reached by calling 408-2064.

Assisted Living

In September of 2003, Jacaranda Trace opened an Assisted Living facility on the second floor of the "D" wing, which is licensed for 27 residents. All Cadbury Commons Club Members have priority access to Assisted Living. The Assisted Living area is staffed with trained care associates 24-hours per day.

If you have questions about availability, please call Sales and Marketing at 408-2040, any other questions can be directed to the Administrator at 244-4370 or the Resident Care Coordinator at 408-2061.

Memory Care

Opened in February of 2015 Jacaranda Trace opened the memory care community. The community is comprised of two identical buildings. Each building will care for 18 memory impaired residents. The memory care community will be staffed with trained care associates 24 hours/7 days a week. If you have any questions about our memory care community, please call the Sales Department at 408-2040.

Wellness Services & Nurses

Jacaranda Trace Cadbury Commons Club Members have a Wellness Nurse available to them on weekdays, Monday through Friday. For more information or assistance, please call ClubCare at 408-2064. If needed on weekends, off hours or holidays, please call Concierge at 408-2000.

Dr. Shariff

Dr. Shariff opened his practice at Jacaranda Trace in November 2014. He is Board Certified in family medicine and has been a physician in the community for over 8 years. He is affiliated with Venice Regional Bayfront Hospital and HealthSouth Rehabilitation Hospital. Dr. Shariff is currently accepting new patients.

Office hours are:
Monday through Friday from 8:00 a.m. to 5:00 p.m.
Office number is 941-584-8185.

Venice Regional Rehabilitation Services

Venice Regional Rehabilitation Services offers onsite outpatient therapy services such as physical therapy, occupational therapy and speech language and pathology. Therapy services are offered daily to help promote greater independence and optimal functioning. Venice Regional can create an individualized treatment plan that maximizes your potential to achieve an active and healthy lifestyle. You may reach Venice Regional at 244-9582.

Resident Profile

Concierge will provide each resident with a blank Resident Health Data Form to be completed and returned to Concierge. The forms will be distributed every two years for updating. If a change occurs within those two years, Concierge needs to be notified in writing and the changes will be added to the form. This form is used in case of an emergency and a copy is kept in the Wellness Center.

HOUSEKEEPING SERVICES

Unit Cleaning

Cadbury Commons Club Members may elect to choose Housekeeping Services. Cadbury Commons Club Members may change their choice of unit cleaning plans upon two (2) weeks' written notice. The effective date of any change will be the first day of the next month. The plans are as follows:

1. Standard & Extended Units – Weekly or Bi-Weekly

- **Overall Unit Cleaning:** changing and laundering bed linens; vacuuming carpets and floors; and dusting flat, cleared surfaces.
- **Kitchen:** mopping floor and wiping exposed kitchen surfaces, such as refrigerator, range, cabinets, and sinks; cleaning of inside of microwave.
- **Bathrooms:** mopping floors and general cleaning, which includes the sinks, tubs, showers, toilets, and mirrors.
- **Windows:** window washing once a year inside and out.
- **Balcony:** vacuum and wipe off furniture.

The Housekeeping Department is committed to providing residents with the services they desire and need. If you would like services other than those listed above in the “Weekly and Bi-Weekly” Plans, contact the Housekeeping Manager to arrange such services. Services such as ironing, polishing silver, organizing cabinets and storage areas, cleaning out refrigerator, etc. can be arranged through the department.

2. Flexible Plan

- The Housekeeping Department can provide cleaning services for Cadbury Commons Club members at an hourly rate. The Housekeeping Department will provide the services requested by the resident during the period of time agreed upon by the resident and the Housekeeping Department. This “Flex Plan” is designed for non-regularly scheduled cleaning services. This “Flexible Plan” is charged according to the rate stated in this Handbook under “Service Fees.”

3. “Check & Clean” Service

The Housekeeping Department can check a resident's condo while the resident is away for vacation, for the summer months, etc. The Department will complete the following services on each “Check & Clean” service, performed once a month.

Kitchen	Clean & sanitize garbage disposal; wipe sink and run water; check refrigerator for leaks; turn on/off water at shutoff valve.
Balcony	Inspect lanai for proper drainage.
Walk Through	Survey all rooms for security and safety issues.
Bathroom	Examine, flush toilet, wipe and dust as needed.

Security	Ensure that doors are locked and bolted.
Floors	Vacuum carpet, clean tile prior to Cadbury Commons Club Member's return.
A/C Heating	Ensure setting per Cadbury Commons Club Member's instruction.

Additional Condo Cleaning Service

The Housekeeping Department can provide other services in addition to cleaning such as moving services, turning of mattresses, removal of items from storage/moving items to storage, discarding old electronic equipment, etc. for Cadbury Commons Club members at an hourly rate. The hourly rate charged for these services is stated in the Handbook under "Service Fees".

Common Areas

The Housekeeping Department cleans the common areas including hallways, public restrooms, activity areas, all offices, fitness center, atrium, stairwells, dining room, etc. on a scheduled basis.

Visit online web site at www.scgov.net/Solid_Waste/Documents/Residential%20How-to%20Guide.PDF for proper disposal of items such as recycling and hazardous waste.

MAINTENANCE

The Maintenance Office is located on the second floor of the Clubhouse. The phone number is 408-2048.

Services

The Maintenance Department provides many services at **no charge** to Club Members at Jacaranda Trace:

- 4 hours of picture hanging service, the first month after you move-in. (One-time occurrence no accumulation of time).
- Refrigerator filter change. One filter change a year.
- Standard lighting.
- Clogged drains and toilets.
- Smoke alarm batteries (once a year).

Services provided in your monthly HOA fees.

- Outside window washing.
- HVAC filter change (twice a year).
- Bi-Monthly pest control.

The Maintenance Department provides many services at a reasonable rate to Club Members.

- Custom lighting/Personal light.
- Furniture assembly.
- Chandelier installation (up to 25lbs.).
- Ceiling fan installation.

These are just a few of the services we provide. We strive to accommodate the needs of our Club members, so if you need something that is not on this list, just ask.

Audio/Visual equipment, including Smart TVs and computers should be handled by a professional.

Cable boxes and related problems should be handled by the provider.

Work orders

How am I billed for chargeable services?

The actual charge will appear on your monthly statement.

How do I request Maintenance service?

We use a work-order system to keep track of all maintenance tasks. When you require service, simply contact Concierge Services and they will create the work order and issue it to the Maintenance Department. The Maintenance Department will then call you to arrange a convenient time to schedule the service. **Note that the replacement of HVAC filters and window washing are automatically scheduled.**

What if I am not home when Maintenance or Housekeeping arrives to render services?

- You must be home to receive services. We will place a “While you were out” notice on your door so you call and reschedule.

Utilities

Each unit at Jacaranda Trace is equipped with its own heating and cooling system. The temperature controls for each unit are located in a convenient location within the unit. You control the temperature setting for your unit. Jacaranda Trace will arrange for filter changes by a certified provider, twice a year. This is included in your monthly Condominium fee.

Can the Maintenance Department handle all 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 tradesman 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 their license and a certificate of liability insurance to Jacaranda Trace management.**

What about valuable antiques and paintings?

Items of this nature should be handled by a professional. Jacaranda Trace will be happy to make recommendations, if needed. However, we bear no responsibility for any damages that may occur.

MISCELLANEOUS

Unit Entrance – Barclay, Common Area

Proper decorative objects to enhance and individualize resident corridor entranceways are encouraged, but shall be limited to one item per entrance door and one per wall entrance space and one floor-standing decoration. An exception to this rule provides the opportunity for residents to decorate entranceways, as they desire during holidays. Live plants are prohibited. Care should be taken to select appropriate items for these decorative areas. Fire regulations prevent objects in the corridors.

Unit Entrance – Whittier, Common Area

Whittier Condominium documents, only allows for decorative door wreath.

Unit Doors

Fire regulations require that all unit doors leading to the corridor remain closed except when leaving or entering the unit. This does not include doors leading to the Atrium.

Children Visitors

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

Emergency Assistance

Emergency assistance is a top priority. If you need emergency assistance, either use your Lifeline or contact the Concierge Desk at 408-2000. Staff is available 24 hours a day, seven days a week, for emergency response.

Employees

No resident shall direct, supervise, or in any manner attempt to assert any discipline, directions, or control over any employee, nor shall a resident send any employee on private business or pay or tip an employee while on duty. Further, just as all employees shall treat all residents with respect, we ask the residents to do the same. Residents may not hire JT employees to perform services for them even when employee is off duty.

Exhibits

Exhibits shall be limited to rooms and space assigned by management for such use.

Extra Staff Service

Jacaranda Trace employees are not allowed to work for residents for pay in their off-duty hours. If you would like additional help, contact the Concierge Desk at 408-2000 for information.

Flammable Materials

No flammable, combustible, or explosive fluid, material, chemical, or substance except that used for normal unit use may be kept in any unit or resident storage areas.

Insurance on Jacaranda Trace Property

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

- Auto loss, damage, liability or theft
- Unit contents loss, damage or theft (HO6) or (HO4).
- Liability within the unit

This type of insurance policy is referred to as a “Homeowners Tenant Policy” or a “Condominium Policy”. You should ask your insurance agent for this type of policy by name. Insurance agents also refer to this as a Homeowners #6 policy (HO6) or (HO4) for Leased Units.

Key to Residential Units

Jacaranda Trace management shall have a passkey to each unit and is responsible for its use only upon approval of the resident except in the case of an apparent emergency. No resident shall change or install a new lock without written consent of management and with such consent must provide management with a key.

Nametags

We invite each resident to use a nametag. If you need a replacement nametag, please make your request in person at the Concierge Desk or by calling the desk at 408-2000. There may be a nominal replacement charge.

Neatness

All Jacaranda Trace public areas shall be kept clean, neat, and attractive in order to sustain the standard of living originally provided.

No-Access Areas

Residents, guests, visitors, and their employees shall not enter no-access areas, for any reason or at any time.

Parking Space

Jacaranda Trace has specified parking spaces available for residents and guests. If a resident has a temporary need to park an additional vehicle overnight, then the Concierge Desk should be

notified, and, if possible, a space may be provided for temporary use by the resident. Guests may park in any space not marked “Reserved”.

Handicapped parking spaces are reserved and available for the exclusive use of guests or visitors on a first-come first-serve basis.

Parking Stickers

All residents and staff must have a parking sticker placed on the inside lower left hand of the windshield of their vehicle. 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 the Concierge Desk or call the Desk at 408-2000 for assistance.

Personal Gifts to Employees

No personal gifts may be given to employees of Jacaranda Trace. Please do not put our employees in such a situation. (See tipping on pg. 33)

Pets

Please refer to the Condominium Documents.

Proper Use of Common Areas

All sidewalks, lobbies, elevators, halls, corridors, and stairways of Jacaranda Trace shall not be obstructed or used for any other purpose than to enter or leave a unit. Any deviation of this rule must meet all safety regulations and requires management approval.

Residence Entry

You control access to your unit. In your absence, however, management reserves the right to make checks of your unit and may be required to act on its own authority to admit service personnel to your unit 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 unit while you are away. All such entries are approved only by the Concierge Department. If entry is necessary in your absence, a written, signed report of the entry will be left in your unit.

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, and/or transfer to the hospital, or in the event of death. Without this prior permission, no one, including family, will be allowed access to your unit unless they have your legal power of attorney or some other legal document, such as a court-appointed executor/executrix. Please return this form to the Concierge Desk.

Rules and Regulations

Jacaranda Trace reserves the right to adopt such reasonable rules and regulations as it shall deem necessary for the orderly operation and management of the community 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 obnoxious or offensive activity shall be carried on in any unit, or upon the Common or Limited Common Elements, nor shall any of it be used in any way for any purpose, which 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 units, or do or permit anything to be done which will interfere with the rights, comfort or convenience of other residents. Radios, television, stereos, and other instruments, which 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 unit 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 unit or on any portion of the condominium property.
2. **Discrimination.** No action shall at any time be taken by the Association, which in any manner would discriminate against any resident in favor of another.

Tobacco Free Policy

Effective January 1, 2015, Jacaranda Trace became a tobacco free campus. Residents retain the right to use tobacco products while in their individual apartment as always. However, the use of tobacco products is prohibited elsewhere in all buildings, loading areas, 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 Jacaranda Trace should respect the property by depositing spent matches and butts in the appropriate receptacles outside.

Storage of Resident Items

Jacaranda Trace provides interior storage bins for resident items in Barclay. You must provide your own lock. The Fire Code does not allow content to exceed the height of the locker. **Content must not exceed height of locker.** Contact the Concierge Desk for further information and assistance.

Tipping

No tipping of Jacaranda Trace 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.

Toward the end of the year, the CCAC invites residents to donate to the Employee Appreciation Fund that is distributed to all the staff, except Management staff. The payout is based on hours worked by the staff member.

Guests

This is your home and your “Clubhouse” and we urge you to use it. All resident Cadbury Commons Club Members are encouraged to invite their guests. The Guest Policy is as follows.

Activities and Use of the Amenities’ for Guests. All Club Members have use and access to all activities and amenities. Guests for activities and use of the amenities are limited to friends/guests who are not Jacaranda Trace residents (non-club members) and family members. Jacaranda Trace Non-Club Members are not eligible to participate in activities or the use of the amenities.

Meals for Guests: Guests for Meals may include Club Members or Non-Club Members based on the following policy. Non-Club Member Residents of Jacaranda Trace who have elected not to be part of the Club Retirement Community may attend meals as a guest of another Cadbury Commons Club Member. A resident Non-Club Member may not be a guest of a Club Member more than twice a month, regardless of the hosting Cadbury Commons Club Member. **This policy is for meals only and does not include any use of the facilities.** Any charges will be placed on the Club Member Host’s bill. Should a resident Non-Club Member abuse the guest policy, a warning will be given, followed by a \$25.00 fine to the host. The fine may increase at the Owners’ discretion.

Private Parties: The Director of Arts and Leisure will process all requests for private parties that require use of the Clubhouse facilities and will advise the Club Member of any conditions or charges for amenities utilized. Private parties will be scheduled on a space-available basis.

Guest Privileges & Accommodations

Overnight visitors are welcome to enjoy the Jacaranda Trace facilities for a period not to exceed fourteen (14) consecutive days – seven (7) days maximum for the period of November 1st to May 1st, thirty (30) days in any six (6) month period. Guests will be subject to all the same guidelines, which govern residents, except the age restriction. Cadbury Commons Club Members will be responsible for the conduct and all expenses incurred by their guests. Expenses include but not limited to, guest unit, meals, additional housekeeping and excursions.

The residents must make a reservation for their guest(s) by signing a Guest Room Reservation Sheet in advance (guest facilities are limited) at the Resident Services/Concierge Desk on the 3rd floor of the Commons Building. Only guests of Cadbury Commons Club Members will be

allowed use of our guest facilities. Reservations can be made any time; however, a confirmation of the arrival of a guest(s) must be made not later than seven (7) days in advance of their arrival.

The check-in time for a guestroom begins at 3:00 p.m. The resident may accomplish this check-in for their guest(s). This check-in procedure will be accomplished at the Resident Services/Concierge Desk on the 3rd floor of the Commons Building. Check-out time is 10:00 a.m., also accomplished at the Concierge Desk. A check-out not accomplished by 10:00 a.m. will result in a charge for an additional day. Housekeeping will be provided once weekly or upon check-out.

The guest(s) will receive a room key and ice bucket which must be returned to Concierge upon checkout. A fee of \$20.00 will be charged to the Resident for an unreturned key, and/or items missing from the room.

At the end of their stay, the guest(s) will be required to check-out through the Concierge Desk, at which time they will be required to verify the length of their stay for invoice purposes. The resident making the reservation will also be the one receiving the invoice on their monthly statement for all room charges, damages or unreturned keys. The Cadbury Commons Club Member hosting the guest is responsible for any damages resulting from their guests' stay.

Availability of guest rooms or information for the reservation of a room can be obtained through the Concierge Desk by calling 941-408-2000.

Please note all guests must abide by the Woodmere at Jacaranda Rules & Regulations. As a host, please review these Rules & Regulations with your guests.

All guest parking in the garages are subject to the same Rules & Regulations as the residents. Short term parking of less than 2 hours is located outside the entrances of Barclay Manor and Cadbury Commons. There is no garage parking available in Barclay Manor.

CADBURY COMMONS ADVISORY COUNCIL 2018-20

Terms expire March 2019 B = Barclay; V = Villa; W = Whittier

NAME	UNIT#	PHONE	E MAIL
Batch, Don	B502	882-3226	kentuckyandb@comcast.net
Becker, Pat	B203	218-4165	Pbecker1214@comcast.net
Everson, Dickey	B500	497-2454	dickeyeverson@gmail.com
Gooding, Tom	W301	408-9527	Tgooding3730@comcast.net
Maugans, Ted	B523	239-269-4284	snaguam@aol.com
Meister, Marge	B522	493-9435	Marge3799@gmail.com
Mills, Richard	B311	484-5094	Dfm1688@verizon.net
Starks, Jack	B501	497-6974	Jstarks342@comcast.net
Stiles, Cliff	B612	451-8054	venicemcs@aol.com

Terms expire March 2020 B = Barclay; V = Villa; W = Whittier

NAME	UNIT #	PHONE	E MAIL
Allman, Donna	B823	882-4896	Donna.z.allman@gmail.com
Ballard, Rowdy	B309	445-5425	
Burkholder, Bob	3714	731-394-3453	rfburkholder@comcast.net
Kraus, Gene	B605	416-0430	Genekraus90@gmail.com
Linton, Pat	B211	412-4869	patlarlinton@aol.com
Muhlbauer, Marianne	B813	716-6767	
Sullivan, Bud	B312	496-7755	Slvrfox1920@aol.com

Management

NAME	UNIT #	PHONE	E MAIL
Gail Chase		408-2033	gchase@freedomsenior.com

OFFICERS: To be elected at the March Meeting of the Council – updated sheets will be issued after the election.

SALES & MARKETING

The Sales Office of Jacaranda Trace is located on the 2nd floor of Barclay Manor, Unit #208. 3799 Cadbury Circle.

Venice, FL 34293

941-408-2050

The Sales Department handles the Sales & Leases for Barclay Manor, Whittier Manor, Villas, Club Membership & Cadbury Park Assisted Living, Secured Assisted Living & Memory Care.

Hours of Operation: Monday – Friday 9:00 a.m. through 5:00 p.m.

Saturday 10:00 a.m. through 3:00 p.m.

Sunday by appointment only.

2018 SERVICE FEES

(Effective March 1, 2018)

Dining Services

35 Meals per Month Plan	\$418.00/month
30 Meals per Month Plan	\$359.00/month
21 Meals per Month Plan	\$255.00/month
12 Meals per Month Plan	\$190.00/month
6 Meals per Month Plan	\$104.00/month
Flexible Meal Plan	\$ 19.00/dinner
Flexible Meal Plan	\$ 20.00/brunch
Additional Servings - Protein	\$ 5.00
Additional Servings – starch, veggie or salad	\$ 2.00
Dessert	\$ 2.00
Room Tray Service	\$ 6.00/delivery (1 st 3 per month are free)

Housekeeping

Standard Weekly Housekeeping	\$255.00/month	Series 1, 2
Standard Weekly – Extended Units	\$309.00/month	Series 3, 4, 5 & villas
Standard Bi-Weekly Housekeeping	\$135.00/month	Series 1, 2
Standard Bi-Weekly – Extended Units	\$173.00/month	Series 3, 4, 5 & villas
“Check & Clean” Service	\$41.00 per hour	
“Flex Cleaning” Service	\$41.00	

Carpet Cleaning Service

Spot Cleaning	\$57.00
One Room	\$86.00
Whole Unit – varies on size	\$115.00 - \$202.00

Additional Housekeeping Service Fees, \$47.00/hour, for smaller projects.
½ Hour Minimum \$23.50

Charges include, balcony cleaning, moving furniture, turning mattresses, removal of items from storage/moving items to storage, discarding old electronic equipment, etc.

Guest Rooms

Per Night plus 11% tax	\$78.00
------------------------	---------

Transportation – Concierge Services

Extended Transportation past normal radius: \$10.00 per 5 miles (For medical, financial or legal reasons) during normal hours of operation

Private Transportation:

Up to 3 people (van): \$22.00 per hour with a 2-hour minimum

4 or more (bus): \$44.00 per hour with a 2-hour minimum

ClubCare Home Health Services

See ClubCare rates on Page 39.

Maintenance

Special Maintenance Requests \$46.00/hr.

For smaller projects, ½ hour minimum (\$23.00) and then in 15-minute increments (\$11.50).

Fax

Fees vary check with Concierge Desk.

CADBURY COMMONS CLUB MEMBER MEMBERSHIP INCLUDES THE FOLLOWING

- Concierge Service
- Use of Fax and Copy Machines
- Available Meals to include Continental Breakfast, High Tea
- Available Housekeeping
- Arts & Leisure Programs/Group Events
- Use of Library & Computer
- Wellness Services
- Fitness Program and Equipment
- E-Call System, also available for Non-Club members for Nominal Fee
- Swimming Pool/Hot Tub
- Use and Enjoyment of the Clubhouse
- Pool Table
- Card Room
- Arts and Crafts Room
- Enrichment Center
- Cocktail Lounge
- Pharmacy Delivery by Guardian Pharmacy
- Beauty Salon Available
- Availability of Maintenance Personnel
- Repair of Major Appliances
- One time visit up to 4 hrs. of Picture Hanging by Maintenance Department upon Move-in
- A/C Filter Change – Twice a year.
- Catering Available
- Special Functions
- Availability of on-site Guest Rooms
- Priority Admission to ALF
- Package Delivery
- Notary Services
- Transportation within 10-mile Radius
- TV/Theatre
- Utilities (except Telephone)
- Library
- Woodworking Shop

Some of the above services are not available to Non-Cadbury Commons Club Members.