# INDEPENDENT LIVING RESIDENT HANDBOOK
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WELCOME TO THE HAMPTON POST OAK

Dear Resident:

Joining a new community such as The Hampton is a challenging step in anyone's life! So much of our life and self-image are shaped by a certain house, a familiar street, neighbors, friends etc. Starting anew can be difficult and is certainly a challenge and an opportunity. It demands degrees of courage, patience, open-mindedness, planning, flexibility, and a willingness to continue to grow, learn, and make new friends.

Newcomers don't stay new at The Hampton very long. You will have several residents and/or Hampton associates drop by your new home the very first week to meet you and invite you for lunch, dinner, or other activities. Our residents and our associates want to reach out to you in our spirit of family, helpfulness and friendship. Hopefully, you will not be too exhausted to respond in kind. We all know and understand that moving is a very big job!

The Hampton Resident Handbook is designed to help you "learn the ropes" of your new life here at The Hampton. There is much information contained herein and you are not required to memorize it - there will be no test! However, we do ask that you become knowledgeable of its general content and use it as an ongoing reference book for questions that may come up from time to time. If you have additional questions or concerns not covered by your handbook, please feel free to contact any of the department directors whose direct dial numbers are shown on the back of this book.

This manual is yours for the duration of your residency in an Independent Living apartment at The Hampton. When you move from The Hampton you are requested to turn in your Resident Handbook along with keys, etc.

Speaking for the entire team at The Hampton, I want to extend our warmest welcome and wishes for a happy and productive life at The Hampton. We look forward to you becoming an active member of our family within the next few days and months. Thank-you for choosing The Hampton as your new home! Help us as we work together to make this a true "community," where friendships are formed, where lives interconnect, and where the sharing of laughs, tears, joys, and fears makes life's journey richer and fuller.

We are here for you! Please tell us how we can be of any help!

Sincerely,

Executive Director

The Hampton Post Oak
COMMUNITY OVERVIEW

The Hampton is a full-service rental retirement community in Houston, Texas with 148 apartments for Independent Living, 39 Assisted Living apartments, and 56 beds for Health Care, each uniquely designed to enhance the life of older adults. Opened in 1979 as a Guest Quarters hotel, the building was converted for retirement living in 1986. In 1994, The Hampton was purchased by and is managed by Brookdale Senior Living, based in Nashville, Tennessee. The Independent Living apartments are located in the tower building. The Assisted Living apartments are located on the 3rd floor in both the tower building and adjacent 3-story building. The Health Center is located on the 1st and 2nd floors of the adjacent building.

Approximately 75% of our Independent Living residents move from within a 10-mile radius around The Hampton, 12% from other areas in Texas, and 13% from outside of Texas. The community consists of approximately 85% women and 15% men with an average resident age at move-in of 81.

The community is located in the prestigious Galleria area of Houston and is conveniently located near shopping, entertainment, recreation, religious institutions, cultural and educational activities, and community services.

The independent living one and two bedroom apartments range in size from approximately 800 to 1,580 square feet. The assisted living apartments vary in size from approximately 335 to 700 square feet. The Hampton health center rooms are primarily private rooms compared to most Nursing Centers that are mainly semi-private. All 56 of our Health Center beds are certified for Medicare reimbursement or can be paid for privately if your stay is not covered by Medicare. Our Therapy team provides a full range of helpful therapy services that are reimbursed either by Medicare or privately.

The Hampton does not discriminate based on race, color, religion, sex, disability, or national origin in the rental of our age-segregated retirement housing or in the provision of services to residents. Our community meets the definition of housing for older persons under the Fair Housing Act of 1988 by virtue of the admission policy requiring that all residents must be at least 55 years old and since we have significant features and services designed to meet the physical or social needs of older persons. In addition, the management of The Hampton has made every effort to ensure that our community is barrier free for those who are disabled providing equal access to all parts of the community and to all services provided, as required in the Americans With Disabilities Act.

The Hampton's extensive service package includes services such as security, fine dining, activities, transportation, housekeeping, laundry, an emergency call system, facilities and grounds maintenance, valet service, a library, swimming pool, beauty and barber services, and a Vending/Snack room.
The Hampton Post Oak is proud to be a part of The Hampton Senior Living Network that includes a total of nine retirement communities in Houston. The Hampton at Post Oak is the only location to provide a full continuum of care, and the other six communities provide Assisted Living and Dementia Care living options.

MANAGEMENT

Brookdale Senior Living Inc. is a senior living industry leader that owns and operates retirement, continuing care and assisted living communities throughout the United States. The Company is committed to providing an exceptional living experience for its residents by operating properties that offer high quality service, care and superb accommodations. As of the fall of 2006, the Company served some 52,000 residents.

During 2005, Brookdale Senior Living merged with Alterra Healthcare Corporation and issued common stock, which is traded on the New York Stock Exchange (NYSE). Growth of the company continued primarily through acquisitions. In 2006, Brookdale merged with American Retirement Corporation and became the largest senior living provider in the U.S.

Over the years we have always remained focused on the most important aspect of senior living - our residents. Throughout our combined 28-year history, we have consistently met the needs of seniors and families desiring high-quality housing and a variety of service and care options through our independent living, assisted living, memory care and skilled nursing communities.

Brookdale is committed to the principle that senior communities that are carefully planned and managed well offer the best settings in which to meet the physical, emotional, spiritual and social needs of older men and women.

Ours is also a caring company whose historical roots are based on a philosophy that “good people beget good people,” and in doing what is right for our residents the company’s success will follow. The combined talents of Brookdale people represent an unparalleled depth of experience upon which the Company has built a reputation for excellence.

Further information about Brookdale Senior Living and its communities is available from the Executive Director at this community or via the company web site at www.BrookdaleLiving.com.
Brookdale Senior Living Mission:

Enriching the lives of those we serve with compassion, respect, excellence and integrity.

Brookdale Cornerstones:

1. Take ownership and pride in everything we do.
2. Recognize that good people make the difference and are the key to our success.
3. Work together as one team.
4. Provide meaningful rewards for residents, associates and shareholders.
5. Respect others through honesty, understanding and trust.
6. Put the resident first and the “bottom line” will take care of itself.
7. Have fun and celebrate life every day.

Statements of what we stand for and how we operate are a good foundation. However, it will be the relationships that you form with associates and other residents during your years of residency that will convince you that you made a wise decision when you chose to move to a Brookdale community, and our local team of associates are looking forward to many years of serving you to the best of our abilities and to the greatest of your expectations.

YOU AND YOUR APARTMENT

ABSENCE

When you will be away from the community for longer than 24 hours, please inform the Front Desk Supervisor or the Receptionist of your schedule before your departure. If you will be away on an extended trip, we prefer that you request for your mail to be held by the U.S. Postal Service. Your prior notification of absences helps us properly control the Emergency-Call system daily response signals. See the information on the 24-hour Emergency Call response alert system in the "Emergency Medical Alert System" section of this handbook. See the "Food Service" section of this handbook where there is information on Meal Credits if you are away from the community for seven days or more.

AIR CONDITIONING / HEATING

The air conditioning and heating systems of The Hampton are based on the flow of both chilled water and hot water through pipes in your apartment with individual controls in every apartment. You can adjust the temperature of the airflow and fan speed as desired for your comfort.
ALCOHOL

Any use of alcohol by a resident, their guests, or those under the control of the resident that results in actions that pose a significant risk to the health, safety or property of others or that impact the efficient management of the community may lead to termination of the resident's lease. Public intoxication in the community that interferes with the quiet enjoyment of others will not be tolerated.

ALTERATIONS TO YOUR APARTMENT

We want you to feel at home in your new apartment and will allow you to make minor alterations. At your expense, you may decorate the interior of your apartment as you desire, including wall-covering in the kitchen and baths, painting, closet organization systems, and changing carpeting, with the understanding that all decorations or alterations become the property of The Hampton and will remain after the expiration or termination of your Residency Agreement.

The Director of Building Services and the Executive Director must approve all such alterations in advance. This approval will include both the plans and the contractor who will carry out the alteration. In some cases, alterations may be approved with the understanding that the apartment will be put back in the condition it was in before the alteration, upon the resident's lease termination. Please contact the Director of Building Services for the necessary approval processes.

In the event that residents want to move internally between two apartments and want to take with them some of the alterations discussed above, i.e., such as a special light or a physically installed microwave, prior notification to and approval by the Building Services Director is required.

AMBULATORY AIDES

Although maintaining the atmosphere of an independent retirement setting is desired, community residents may use ambulatory aids such as canes and walkers. Residents must be able to meet the Residency Eligibility Requirements defined in this Handbook, even if Ambulatory Aides are used. In addition, residents using Ambulatory Aides are requested not to leave this assistive equipment unattended, or in a place where it creates an obstruction to others. When residents eat in the first floor dining room, ambulatory aides must be stored in one of the designated areas. As requested, reasonable accommodations in the physical plant and operational policies of The Hampton to allow the use of Ambulatory Aides will be
considered.

See separate discussion in this manual of "Walkers and Canes" and "Wheelchairs and Electric Carts."

**APPLIANCES**

All apartments are equipped with a refrigerator, a dishwasher, an oven, a disposal, and an electric stove top. Each floor also has a clothes washer and dryer for use by all residents. You should immediately report any problems with one of your appliances to the Building Services department utilizing the Work Order system (call the front desk).

The Housekeeping Department will clean ovens and refrigerators periodically during their routine cleaning program. If you want to clean the oven or other appliances yourself, please do not use harsh or abrasive cleaning solutions that might damage the appliances. Refer to the appliance handbook or ask Housekeeping Services personnel for assistance if needed.

With shared washers and dryers, common courtesy and cooperation are required to help all residents have appropriate access to and use of this equipment. When this equipment is being used, please monitor your loads closely so that your clothes do not sit unattended in the washer or dryer after the cycle is finished. In addition, **it is vital that the lint filter on the dryer be cleaned after you are through drying** so that the dryer functions appropriately for the next resident and so that no one has to clean up after you.

The use of open-flame space heaters and appliances is prohibited. Extreme caution is encouraged with all other home appliances with heating elements and we encourage you to request an inspection by our Maintenance personnel of any appliances or wiring that you believe might be unsafe. In addition, please only use light bulbs in lamps or other light fixtures that comply with the rating limitations of those fixtures to help eliminate every fire hazard. Special caution is urged for the use of halogen lamps, since these bulbs often generate more heat than traditional lighting fixtures.

**CABLE TV**

Time Warner is the provider of Cable TV Services for The Hampton. The Hampton has a contract with Time Warner for the basic cable service included in the monthly fee for residents. The list of channels supplied by Time Warner is distributed to residents periodically. When Time Warner makes changes in this channel line-up, a revised list will be distributed to our residents.

If you want to add the Expanded Basic channel options or any premium channels
(i.e., HBO, Showtime, etc.), you must coordinate this directly with Time Warner by calling 713-462-9000 or Toll Free 1-800-299-2002. For new residents, the initial installation for your Time Warner service can be coordinated by the Move–In Coordinator. Time Warner bills residents for the installation costs if the expanded channel option or premium channels are selected, or if you need a cable converter box (i.e. if your TV is an older model that is not cable ready). Time Warner personnel will review with you the operation of your Cable Converter Box and the setting of your TV to Channel 3 for use of Cable TV. For 24–hour per day repair assistance or service related to your Cable, call the Time Warner Service Line at 713-895-4300. In the event that The Hampton staff is frequently requested to help with suspected cable TV problems, maintenance charges as outlined on the Supplemental Charges List, will be added to your monthly statement.

CASH TRANSACTIONS

At the Hampton Front Desk, we have sometimes been requested to hold resident cash or checks to pay for items being delivered to The Hampton Front Desk. It is our Hampton Policy that we cannot be responsible for resident financial transactions, and thus do not allow front desk staff to hold resident cash/checks while waiting for deliveries. We will be glad to call any resident when a delivery person arrives so that they can come down to pay for the item delivered. We require that residents set up an account to be billed for such deliveries or that they are present to handle the payment when a delivery is made.

CLOTHES LINES

No clotheslines are allowed in apartments or on apartment balconies where they will be in view from outside the apartment. If you need to drip-dry some clothing, this must be done in the apartment bathtub, where no damage to the property occurs.

COMMUNITY EXTERIOR / BALCONIES

The balconies of each apartment and grounds areas of The Hampton are highly visible areas to guests as well as present and prospective residents of the community.

To maintain the exterior appearance of your community, the following rules apply to these areas:

1. Only appropriate furniture and small plants may be placed in these areas and any unsightly items such as signs, rugs, laundry, antennas, fans, air conditioners, or wires, are not allowed and must be removed at the request of management.
2. Towels, bathing apparel, or clothing must not be placed on balconies, or in passages or windows in view from outside the building, or from any other apartment.

3. Outdoor pots for plants or other balcony decorations used by residents should not be overwhelming to these areas and should be consistent with the community exterior design features.

**DOOR OR EXTERIOR DECORATIONS**

It has been common for some residents to hang decorations, such as seasonal wreaths, on their apartment doors. This personalization of your home is allowed as long as the appearance is within keeping with the overall community design, to be decided by management. Any such decorations should not obstruct movement in the hallways. For any decorations, you should use stick-on hangers. Please ask the Building Services Director for approval before driving any nails or screws into the doors.

**DRAPERIES**

The Hampton provides window sheers for each apartment. Only window treatments approved by management may be used. This includes such items as draperies, sheers, screens, and shades. All such items should have a white backing if visible from outside of the building. Contact the Building Services Director to discuss any desired changes to your window treatments. Any approved changes to existing window treatments fixed to the building become the property of The Hampton upon your move out of the community, or upon your transfer within the community to another apartment or Assisted Living. Personally selected drapes and valances matching your personal property can be moved with you, pending approval by The Hampton.

**DRUG-FREE POLICY**

All residents, their guests, and/or any other person under the resident's control are prohibited from the following activities:

* the manufacture, sale, distribution, use or possession of a controlled substance (without a prescription) with the intent to manufacture, sell, distribute, or use such substance, at any time on or off the property;

* engaging in any act intended to facilitate criminal activity, including drug-related criminal activity on or near the property; and

* permitting the resident's apartment to be used for or to facilitate criminal activity, including drug-related activity, regardless of whether the individual
undertaking the activity is the resident or a member of the resident's household.

A single violation of these policies will be considered as grounds for termination of the lease agreement and will lead to eviction. A criminal conviction is not necessary to take action under this policy.

HOUSEKEEPING SERVICES

Residents are responsible for keeping their own apartments both clean between housekeeping department visits and free of offensive odors.

Weekly Housekeeping Services are included as a part of your Residency Agreement. The Housekeeping Supervisor will open your apartment for your Housekeeper. Housekeepers do not have keys to enter a resident’s apartment. A member of the community Housekeeping staff will be in your apartment once a week to clean and change bed linens. This cleaning service includes dusting of all horizontal surfaces (if personal items are removed), vacuuming of carpeting, cleaning of the kitchen sink and appliances, cleaning the bathroom sinks, tubs, showers, toilets and mirrors, and mopping the bathroom and kitchen floors. The Hampton does not supply linens. Window washing is done twice a year. A "Spring Cleaning” can also be performed once per year, at resident’s request, near the anniversary date of when you moved into your current apartment.

Depending on the size and condition of each apartment, our cleaning schedule requires the cleaning tasks shown above to be completed within approximately 50 to 60 minutes for one-bedroom apartments and within 80 to 90 minutes for two bedroom apartments. Time for movement by the staff between apartments is included in the schedule.

A specific day and approximate time will be assigned to you for this weekly service. The Supervisor of Housekeeping Services will work with you on a time for scheduled cleaning. However, this service cannot be repeatedly cancelled since we have a responsibility to ensure that all apartments are maintained in a clean and sanitary condition.

Changes are made in the cleaning schedule for the following holidays: New Years, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. You will be contacted before the holiday if your normal cleaning day falls on the holiday. You can request that the cleaning not be done for that week or you can work out another time with the Director or Supervisor for this cleaning to be done.

The cooperation of each resident is essential to our ability to manage a smooth cleaning schedule.
If you cannot be home during your scheduled cleaning day and you have not authorized cleaning in your absence (signed authorization form required), you will miss the cleaning for that week. Housekeeping staff may only enter your apartment when you are there or by your written approval in your absence. You may obtain an entry authorization form from the Housekeeping Director or Marketing Office.

Additional housekeeping service is available by appointment through our Housekeeping department. See the Supplemental Service Charges List in this manual for hourly rates for the special housekeeping services. This service covers miscellaneous housekeeping items that are not included, as regular cleaning services and which cannot be done during the regular cleaning routine. This includes such things as cleaning cabinets, ironing, polishing furniture or silverware, turning mattresses, and moving furniture. Cleaning supplies for polishing silverware and furniture are to be supplied by the resident. The Director of Housekeeping Services will help you in coordinating other services requiring specialized attention.

Residents with concerns about their cleaning should contact the Director or the Supervisor of Housekeeping Services.

ANNUAL CLEANING PROGRAM

The Hampton Housekeeping Services department is dedicated to keeping your residence clean. The Annual Cleaning services are available at no cost to all residents. This cleaning can be requested near the anniversary date of your lease. Transferring from one unit to another can impact the schedule of receiving your annual cleaning.

Annual, ("Spring") cleaning is performed as follows:

- Carpet cleaned (extremely heavy or fragile furniture will not be moved).
- All accessible windows are cleaned inside and out.
- Dusting of baseboards.
- The outside of the heating/cooling vents will be dusted/vacuumed.

Any additional work that is requested will be billed to the resident at a rate reflected in the Supplemental Charges List and must be requested before the cleaning time for scheduling purposes. To schedule your appointment for cleaning, contact the Director Housekeeping Services.
ILLNESS

As an added security of living at The Hampton, there are on-site Nursing services available to you for medical emergencies. The Emergency Call System in your apartment is intended for medical emergencies. During brief periods of a resident’s minor illness, such as a virus or a cold, please do not use the Emergency Call System. If available Monday-Friday, the Wellness Nurse can be requested to check on you to determine if a referral for more support services is needed. The Hampton has Companions available for an additional charge to provide one-on-one support during brief illnesses. In addition, there are several independent Home Health agencies already serving some Hampton residents that can be especially helpful during times you experience illness in your Apartment. Please inform the Wellness Nurse or Companion Services Director during times when you are ill so that we might arrange assistance or refer you to one of these agencies who can provide the temporary companion or nursing services that might be needed.

INSPECTIONS

Apartment inspections will be conducted at move-in, move-out, and intermittently as needed.

The move-in and move-out inspections are for documenting the condition of units, for later use in assessing wear and tear and identifying damages. See Move-out Procedures in the Business Services section.

The intermittent inspections may be conducted on complaint of strong odors emanating from an apartment, due to the appearance of water, or because of other cues that signal unsanitary or unsafe conditions. Any damages, unsanitary, or unsafe conditions that have occurred due to the resident's negligence must be corrected within 14 days, or sooner if the situation warrants. A follow-up inspection will be conducted and if repairs or corrections are not completed, a 30-day move-out notice may be issued.

KEYS / LOCKS

See the Supplemental Service Charges list for the cost of replacing keys to your Apartment or mailbox issued upon your move-in to the community. To get replacement keys, submit a Work Order to the front desk making this request.

Residents may not remove, change, re-key, replace or alter a security device, such as a door lock, by themselves or at their direction, without the permission of The Hampton Building Services Director. This requirement exists to ensure that Security, Nursing, or other Hampton Personnel have access to your apartment to help you in case of an emergency. Chain Locks on your apartment door are not allowed.
If for some reason, a resident wants to have locks changed during their occupancy; this can be requested of the Building Services Director with a Work Order. Actual costs for this specially requested installation would be billed to the resident. Any locks changed in this way become the property of The Hampton.

**LAUNDRY SERVICES**

The community laundry staff will launder your bed and bath linens. These items will be collected and redistributed by the next day as your weekly cleaning by The Hampton housekeeping staff assigned to your apartment. A marking and segregation system will be used to assure that linen is laundered and correctly returned to the owner.

Washers and dryers are provided near the elevators on each floor for your personal use. These washers and dryers are not to be used to clean the clothing of individuals you employ. These residential machines are not capable of handling the washing or drying of bedspreads, large blankets, rugs, or other large or heavy items. Repair costs for damage to these machines caused by inappropriate use will be billed back to the resident that has misused the equipment. To launder such large or heavy items, request assistance from the Director of Housekeeping Services, who will determine if this can be done here in our larger commercial-sized equipment, or whether the items will need to be sent out to an outside cleaning company.

With shared washers and dryers, common courtesy and cooperation are required to help all residents have appropriate access to and use of this equipment. When this equipment is being used, please monitor your loads closely so that your clothes do not sit unattended in the washer or dryer after the cycle is finished. In addition, to avoid a fire, it is vital that the lint filter on the dryer be cleaned after you are through drying. Cleaning the filter after each load also helps ensure that the dryer functions appropriately and prevents others from having to clean up after you.

If you need operational assistance with any of our laundry equipment, please contact the Director of Housekeeping Services.

**LEAVE OF ABSENCE** (See Absence)

**MAID SERVICE** (See Housekeeping Services)

**NOISE**

The sound conditioning of your apartment during initial construction limits most noise problems for you. Even so, consideration for your neighbors is an important aspect of living in a retirement community. With that in mind, televisions, radios,
and other electrical devices subject to volume control should not be played above moderate levels and should be operated within reasonable hours of the day and evening. Particularly after 10:30 p.m., complaints from other residents about the noise from your apartment will be addressed with you.

If you, your pet, a visiting child, or other guest becomes excessively noisy or disruptive and is a problem to other residents, community management will address this issue with you. See the section on "Pets" for further information.

OVERNIGHT TRAVEL

If you are going to be away from the community overnight or longer, we request that you provide the Front Desk Supervisor or the Receptionist with your travel information. This will prove helpful if someone tries to contact you while you are away. It is also necessary for our proper management of the Emergency Response System to avoid unneeded trips to your apartment if you do not check-in in the morning.

PETS

Cats, small dogs, fish, and caged birds are welcome at The Hampton, as are responsible owners. Cats must be indoor cats and may not run freely about the community. When a resident wants to have a dog move to The Hampton, it must be brought to meet the Executive Director to verify that it complies with the detailed pet policy. Small dogs must be taken down the service elevator to be walked outside, and any pet refuse must be picked up and disposed of properly. Birds and fish must be kept in appropriate containers in the resident’s apartment. Pets are not allowed in any of the interior common spaces, except to enter and exit the building.

Please notify the office when you want to add/change pets for the completion of the required form and the payment of the nonrefundable Pet Deposit. (See the Supplemental Charges list for this fee.) Permission must be obtained from the Executive Director for your application to have a pet. You should be aware that the wear-and-tear on apartments usually exceeds what would occur without a pet and will, in such cases, result in additional damage charges when you move from your apartment.

Residents will be responsible for cleaning up after their pets and for any damages their pets may cause to the buildings or grounds. This policy was established to allow for the overall community concerns including cleanliness, health, and convenience. Resident Pet Owners must also control all odors related to having a pet. Resident Pet Owners must also comply with a separate Hampton Pet Policy.

We reserve the right to request owners of any pets that are a nuisance (including
excessive noise) to remove those pets from the premises and to provide a veterinarian's written certification that the pet has had all needed shots and is free from disease, ticks, fleas, etc. Pets that bite, attack, or show other aggressive behavior will be considered a nuisance.

Cats, dogs and birds are never to be left unattended in an apartment when residents are away on extended trips.

Adequate protection should be placed on the floor underneath any birdcages to maintain sanitary conditions in the apartment and to reduce the soiling of the carpet.

Service animals, those specifically required and trained to help individuals with disabilities, are excluded from certain restrictions of this pet policy. However, all pets must be registered and approved.

Fish tanks may not exceed 20 gallons and must be placed on sturdy stands that can support the weight of the tank adequately.

Guests may temporarily bring in cats and dogs to The Hampton if the resident has obtained prior management approval and as long as the published Pet rules are followed.

In case of an emergency that prevents you from caring for your pet, your pet will be placed in a kennel, at your expense, unless other arrangements have been made.

**PROPERTY AND LIABILITY INSURANCE**

The Hampton maintains insurance for its own property and liability risks for damage or accidents that occur. The Hampton is not responsible for any injury or damages that you may suffer because of the willful or negligent acts of any others at The Hampton, except for the proven acts of employees carried out within the scope of their employment.

Residents are advised to insure the contents of their apartment along with any other personal property located on The Hampton premises, and to carry general liability insurance. The resident is responsible for damage that they or their guests cause to community property or the property of others, and for damage caused by any outside services contracted by or individuals employed privately by the resident. All such insurance should be arranged with the agent of your choice at your own expense.

**RESIDENCY ELIGIBILITY REQUIREMENTS**

Residents of The Hampton must be able to meet these requirements for initial and
continued tenancy:

- Be at least fifty-five (55) years of age;
- Demonstrate their capability for independent living by maintaining his or her apartment and providing for his or her own care, either individually or with arranged assistance;
- Not interfering with other residents in a way that diminishes their peaceful enjoyment of the premises by adversely affecting their health, safety, or welfare;
- Not adversely affecting the physical environment or financial stability of the project, including timely payment of rent, fees, etc.;
- Cognitive status must be high enough to allow a resident to maintain appropriate social interaction and to prevent a resident from creating a fire, medication, or other safety risk for themselves or others. Arranged assistance and isolation in the apartment may be considered when cognitive status has changed.
- Be physically and mentally able evacuate the building unassisted in the event of fire, or will have 24-hour hired assistants to provide help in evacuating if this is ever required;
- Not violating the terms and conditions of the lease;
- Not engaging in criminal behavior; and
- Not requiring services from the staff that would result in an alteration in the fundamental nature of The Hampton's program.

The Hampton is committed to serving all eligible and qualified individuals regardless of disability. If you believe that negative information which may surface during the application process, or at any time during your residency, is attributable to disabilities, you are encouraged to bring this fact to the attention of the Executive Director and to explain what, if any, changes in your circumstances diminish the negative facts and make you an appropriate candidate for residence or continued residence at The Hampton.

Similarly, if you need a reasonable accommodation to reside or continue to reside successfully in this community, you should bring that fact to the Executive Director's attention. The Hampton management will try to work with you to reach an accommodation in keeping with the fundamental nature of our community and its services and within the budgetary and administrative limits of the community.
TELEPHONE SERVICE

Apartments are pre-wired for telephone. Additional phone outlets or moving of phone outlets will be at the resident's expense. The Marketing Coordinator will help you in contacting the telephone company to set up your initial telephone service, if so desired. You now have choices about what vendor you select to provide your local phone service. You will make payments directly for your telephone service provider.

TELEVISION SERVICE

For those residents who wish to obtain cable television, all of the apartments have been equipped with the necessary wiring. The basic cable service package is included in the monthly fee for apartments for all residents. Additional services, such as expanded basic and premium channels, can be obtained by calling Comcast in Houston at 713-341-1000.

Any additional services will be billed to you directly by Comcast. See the section on CABLE TV for more information.

TERMINATION OF LEASE

Terminations of occupancy can be voluntary, where the resident chooses to leave, or involuntary, in cases where the resident is asked to leave.

Voluntary - where a resident knows ahead of time that he or she will leave The Hampton, the resident is required to give prior written notice, usually a minimum of 60 days (refer to your lease). Residents are required to pay rent during the required notice period.

A "medical emergency" for the resident as defined and determined by the Executive Director shall allow residents to move with only a 30-day notice when a letter from your Doctor confirms that you are no longer able to live independently and must thus move. In all cases, written notice is required for all move-outs.

Involuntary - a resident's lease with The Hampton may be terminated if there is a material noncompliance with the lease, if the resident fails to meet the requirements of tenancy, and if there is a material violation of Resident's Handbook rules.

Material noncompliance with the lease is defined as:

• one or more substantial violations of the lease;
• repeated minor violations of the lease that disrupt the livability of The Hampton; that adversely affect the health or safety of any persons or their rights to quiet enjoyment of the community; that interfere with the management of the community; or that have an adverse financial effect on the community;

• failure of the resident to supply required information or to knowingly provide incomplete or inaccurate information;

• nonpayment of rent or any other financial obligation under the lease agreement.

Failure to meet the requirements of tenancy include:

• interfering with the quiet enjoyment of The Hampton community by other residents by doing something that will have an adverse effect on their health, safety, or welfare;

• resident actions that have a negative affect on the physical environment or financial stability of the project;

• violation of the lease terms;

• requiring services from the staff that require a change in the fundamental nature of the communities’ programs (e.g., requiring Nursing staff to provide regular nursing services in your apartment);

• an inability to evacuate the building unassisted in the event of a fire, or the unwillingness to hire appropriate assistance to provide such assistance;

• engaging in criminal behavior; and

• residents who can no longer maintain their apartment, or whose cognitive status puts them at risk or results in disruption within the community, or who can no longer provide for their own care by themselves or by contracting supportive services.

Material violations of Resident's Handbook rules may be significant individual incidents or repeated minor rule infractions.

Residents who receive a notice of termination should discuss this with Management within 10 days after receiving the notice. If the issue is not resolved, or if the resident does not choose to discuss the issue within 10 days, the resident must vacate their apartment within 30 days (or any other specified term) of the date of the notice.

If management is forced to sue a resident to obtain possession of a unit, the
resident may be responsible for court filing fees, attorney fees, costs for moving and storing of personal property, and other related costs.

VALUABLES

The Hampton cannot be responsible for the loss or theft of valuables from your apartment. The Hampton does not have a safe or lock box available for resident use, so residents needing this service should talk to their bank. However, please inform the Administrative Office or Security of any disappearance, so we can help in an investigation and potential recovery of the items. The Hampton does make use of Video Cameras to record activities on parts of the first floor and entrances to the building and the parking garage.

WINDOW TREATMENTS

Only window treatments approved by management may be used. To obtain this approval, request an appointment with the Executive Director and Building Services Director where your plans and samples can be discussed together in your apartment. In general, window treatments that have a white lining or backing showing to the outside of the building will be approved.
MAINTENANCE OF YOUR HOME

GARBAGE DISPOSAL - KITCHEN

Your apartment has a garbage disposal in your kitchen sink. Please be sure that ample water is running into the disposal during the entire time that you have the disposal turned on so that debris is washed all of the way out of The Hampton drainage system to avoid plumbing back-ups in an apartment underneath where your apartment is located. Also, please do not put hard items, banana peelings, or celery in the disposal, as these are a common source of maintenance problems.

GROUNDS

Maintenance of the grounds and of plants in the common areas of the building is the responsibility of the community staff and of those we contract with for this service. Please do not cut flowers from the grounds or inside plants and please do not water plants since we pay a contractor to maintain these plants for us.

All outside chairs and benches are intended for resident use. When these are not being used by residents, Hampton staff, resident's employees, or visitors are allowed to use them.

LIGHT BULBS

The Hampton maintenance staff will help you replace any hard-to-reach light bulbs in your apartment to reduce the risk of your falling. Please complete a Work Order and drop this off with the Front Desk Receptionist to request this assistance. Also, if you see burned out light bulbs in common areas of the building (i.e. in hallways, the multipurpose room, the dining room, etc.); please report this to the Front Desk Receptionist so that a Work Order can be completed. The Hampton supplies light bulbs for fixtures attached to The Hampton. Residents are to supply light bulbs for their lamps and personal fixtures.

LOSSES RESULTING FROM EQUIPMENT FAILURE

The Hampton has a regular maintenance routine for all Hampton building and equipment to try to prevent unexpected service interruptions. We are not responsible in the event that you experience a loss from a maintenance problem that was not a result of our negligence. For example, if a Refrigerator Compressor stops working, this is undetected, and you experience some loss of food due to spoilage, we cannot accept responsibility for this loss.

MAINTENANCE SERVICES

General maintenance, upkeep and repair connected with normal usage of the
apartment and its furnished fixtures and appliances are included in your monthly fee. The community provides maintenance services for such things as the heating and air-conditioning equipment, plumbing systems, electrical systems, appliances, and the buildings. The care and maintenance of the grounds are also the responsibility of The Hampton management, but have currently been contracted to an outside firm.

**Alterations to Apartments**
Residents who wish to build in or alter their apartments in any way are required to obtain prior written approval from the Executive Director and Building Services Director. Refer to the permission request form, copies of which can be obtained from the Building Services Director. See the related additional information in the chapter "You and Your Apartment" in the section "Alterations To Your Apartment."

The community reserves the privilege of accessing each apartment during reasonable hours for the maintenance, repair or replacement of any common equipment. When possible, prior resident notification of the need to enter the apartment will be made. When a resident is not present, a signed notice of the entry will be left, indicating the reason for the entry.

**Work Orders**
If a building and grounds maintenance or equipment problem arises, stop by or call the Front Desk Supervisor or Receptionist to fill out a maintenance Work Order requisition. Maintenance staff is available on-call seven (7) days a week. However, scheduled maintenance services will normally be completed between Monday through Saturday. Work will be completed on a routine schedule, with priorities for work orders assigned based on the urgency of the problem and based on staff availability. Every effort will be made to respond to each problem situation when possible. Please refrain from requesting maintenance personnel for help directly when you see them passing by since each day is planned to address submitted Work Orders in an organized and systematic manner.

**Emergency Services**
For emergency equipment or other emergency maintenance problems in your apartment during any time of the day or night, please contact the Receptionist, the Front Desk Supervisor, or Security at 713-993-9999 if assistance is needed.

**Personal Services During Move-In**
Two Hours of personal services (picture hanging, furniture arrangement, TV/VCR Hook-up, hanging fans, etc.) will be provided free during your first two (2) weeks following move-in, but you will be charged for any materials used. For in-house transfers, this service is limited to two (2) hours over a one-week period immediately following the in-house transfer. Additional hours of personal service or other nonstandard maintenance support services after your initial move or
transfer will be billed at the hourly rate defined in the Supplemental Charges list.

We encourage you to personalize your apartment and make it your home. Picture hooks may be nailed into walls. Shelving, mirrors, or any items permanently installed cannot be removed and become property of the community. Please contact the Executive Director before making any significant changes, as stated in the Residency Agreement.

The following apartment features are available for installation by Hampton maintenance personnel for an additional charge:

- Door knockers for Entry Door
- Door Chimes or Bells
- Shower Doors
- Double Closet Rods
- Extra Shelves
- Extra Towel Bars
- Handicap Toilet Seats
- Handicap Grab Rails
- Balcony Carpeting
- Painting other than Standard Colors
- Additional Lighting
- Shower Massage Units or Hand Held Units
- Closet Door Locks
- Light Bulbs other than Standard Ones

**Preventive Maintenance in Apartments**

The Maintenance staff has a rotating system of preventive maintenance so that each apartment is visited once per quarter to change the air filters for the A/C Heating system, to check the batteries in the smoke detectors, and to check the functionality of the Emergency Call System. On an annual basis, our maintenance staff will clean the A/C Heating unit coils and other equipment in each apartment to ensure the maximum efficiency possible. Other maintenance needs in the apartment are handled as needed through the Work Order system at the Front Desk.

**PEST CONTROL**

If you need to have an exterminator treat the interior of your apartment, you should contact the Housekeeping department to report the need. We have a contract with a professional licensed Exterminator from the community to handle all interior and exterior pest control problems. This exterminator comes regularly to address any needs reported.

Please be reminded that food spills, crumbs, and food left out will attract pests and your responsibility is to keep your Apartment clean to help prevent the development of any Pest problems. In the event that management detects the need to treat your apartment, admission to your apartment for these purposes is required and will, when possible, be coordinated with your schedule to limit the inconvenience to you.

There is a requirement that residents not feed pigeons or other birds from their
apartment balcony. Residents should inform the Housekeeping Department Director if you observe regular visits or nesting by pigeons on your balcony. When necessary, use of Houston-approved chemicals may be used to help prevent pigeons from creating a sanitation problem for our residents or the community.

SMOKE DETECTORS

Smoke Detectors in all common areas of the community are tied into The Hampton's Fire Alarm system and are thus monitored and maintained as a part of our contract with an outside vendor related to the Fire Alarm system. The Smoke Detectors in your apartment are checked periodically as a part of our Preventive Maintenance program. If your smoke alarm begins to beep, this likely indicates that the battery is low, so please contact the front desk to complete a Work Order to repair this. If you have questions about the maintenance of or functioning of any of these smoke detectors, you can ask the Building Services Director. See the section in the Handbook on Fire Safety for more detailed information about these smoke detectors.

UTILITIES

Your monthly residency fee covers all of your utilities (except telephone and extra Cable TV). Any utility problems should be reported immediately to the Front Desk Receptionist or to Security at 713-993-9999. Problems with your phone should be reported to your local phone service provider.

Your apartment contains individual heating and cooling controls to allow you to regulate the temperature and the fan speed to suit your personal desires. During orientation you will be instructed in the use of these controls. The heating and cooling system works most efficiently and effectively if you make small adjustments to the Heating/Cooling temperature controller switch rather than turning the system on and off.

If you are uncomfortable in common areas of the community on the first floor, please request that a Hampton staff member adjust the temperature. Needed adjustments will be made as soon as possible. On the second floor, residents may adjust the individual units themselves but must always consider the impact to other residents, keeping in mind that while you are cold, someone else may be hot. Small changes to temperature or fan speed are again recommended vs. turning the system totally off. We appreciate your understanding that everyone's personal preferences for temperature settings vary and request that you bring along a wrap or dress appropriately with your temperature preferences in mind.

See the section of this manual on "Appliances" that addresses the use of space heaters. If you have a concern over the condition of any electric cords, please request an inspection of the cord by our maintenance staff before using the item or cord. Also, please refrain from attaching multiple appliances to simple extension
cords, which might lead to fire.

**VENTILATION IN APARTMENTS**

Your apartment includes a Fresh-Air Supply Vent over the entry door(s) to your apartment. The building systems draw in fresh air and distribute this above the arched ceilings on each floor into each apartment. Air is exhausted from each apartment in the kitchen and bathroom, where air is drawn out of the apartment by exhaust fans located on the roof. The Hampton has professional testing done periodically in random apartments and common areas to verify that our Indoor Air Quality is good and complies with normal standards.
FOOD SERVICES

OVERVIEW

The Dining Services Department at The Hampton strives to provide the finest quality of food and service. Food for all parts of our community is prepared in the main kitchen, but it is served in four different dining rooms. For our Independent Living residents, three meals each day are provided in the spacious and elegant main dining room on the first floor of the tower building. The extensive menus, allowing many choices, change daily.

Broad spectrums of dining experiences are available at The Hampton. This team of approximately 50 associates prepares and serves approximately 240,000 meals each year for the entire Hampton community. Your monthly rent includes two meals per day, allowing you to choose either breakfast and lunch or breakfast and dinner. For those residents preferring just lunch and dinner or all three meals a day, an optional meal package can be purchased monthly. See the Supplemental Charges list in this handbook for the cost of these alternate meal plans.

If you are on the standard two meals per day plan, there is flexibility allowed for whether you eat lunch or dinner in the dining room. For instance, if you normally have your dinner in the dining room but know that you will be out of the community that night, you can eat lunch in the dining room instead. In addition, if you are on the standard two meals per day plan but want to have an extra meal in the dining room every now and then, you are welcomed to do this and you will be billed for extra meals on your monthly statement. See the Supplemental Service Charges List for all extra meal program prices.

Comments or questions about the food service should be addressed to the Director of Food Service or to a member of the Resident's Food Committee and it is best if these comments are put in writing. Comment cards, to facilitate this process, are available on each table in the dining room at each meal.

With the input of the Resident's Food Committee and our Registered Dietician, we develop a seasonal menu cycles that ensure your proper nutrition while giving you interesting food choices.

Suggested Dress Guidelines are included in this handbook in section 10 “Using Public Areas of The Hampton” under the heading “Dress Code,” and are considered an important part of our fine dining experience. Your compliance with this Dress Code is expected as a part of your residency at The Hampton.

Residents may order up to two glasses of our house wines during the evening meal.
Food Take-Out from Dining Room
We do not want you to ever leave the dining room still hungry so please realize that you are entitled to additional servings that you will consume in the dining room by asking your Server. However, realize that we do not allow you to carry food out of the dining room that is above a normal serving size. Thus, please do not order extra food to take back to your room for another meal. We offer three meals per day and multiple meal packages to fit each person's needs while maintaining our average costs per meal at an appropriate level. If you order and take extra food out of the dining room, you are not only breaking Hampton rules but you are infringing on other residents, who must share in paying for this higher food cost. Your cooperation is appreciated.

All residents are encouraged to participate fully in the Dining Services Program. During regular meal service for Monday-Saturday lunch and Monday-Friday dinner, a resident may take with them any part of their meal, which is considered a “normal portion.” These take-outs must be boxed by the service staff and picked up by the resident in the back service area near the kitchen.

Example 1: A resident finishes his/her meal but decides to take dessert for a snack later in the evening. The resident would ask the server to box this and have it available for pick-up in the back service area.

Example 2: A resident finishes his/her meal and dessert and decides that they want another portion of dessert. This is fine as long as the extra portion is consumed in the Dining Room.

During buffet service, which often includes Saturday night, Sunday Brunch, Monday-Saturday breakfast, as well as all special buffets, no food is to be taken from the Dining Room. We encourage you to eat all that you want, but cannot allow you to take food from the Dining Room. After your breakfast in the dining room, you make take a container of milk that has been partially consumed to avoid this being thrown out, but other items, such as bananas or muffins are not to be removed from the dining room. Again, the reason is to prevent anyone from taking extra food for a later meal, which unfairly drives up the costs absorbed by all residents. Residents must purchase at the grocery store their own snack and food items to be consumed in their apartments.

If you choose to not eat in the Dining Room, you can of course always order food to pick up in the service area by the kitchen, or you can order food for delivery by our staff to your room.

Normal Portion Size
There are several guidelines that need to be followed for pick-ups of “To Go” orders and room service provided by our staff in your apartment. These guidelines will be used to clarify limits for a “Normal Portion Size.” These limits help ensure proper control of food costs and help prevent over-ordering to
provide food for private companions or others without paying for additional servings. Residents who want to provide food for those who are with them in the apartment are welcome to do this, but will be billed at guest meal prices. Companions may also order and purchase meals for their own consumption based on a separate system of pre-paid meal tickets. Following are the limits for “Normal Portion Size”:

**Breakfast**
- 2 Pieces of Fruit
- 2 Orders of Bread / Pastries / Muffins
- 1 Cereal (Hot or Cold)
- 2 Beverages
On days when it is offered, in addition to the above, you may have an order of pancakes, eggs, bacon or sausage, and hash browns.

**Monday-Saturday Lunch and Monday-Friday Dinner**
- 1 Soup
- 1 Salad or Fruit Plate
- 1 Entrée (Main Dish)
- 3 Side Items
- 1 Dessert with 1 Scoop of Ice Cream, or 1 Fruit Plate
- 2 Rolls
- 2 Beverages

Any buffet food taken “To Go” must be packaged by a server and is subject to the same limitations. No buffet food can be taken out after eating in the Dining Room.

**Billing Cycle**
To allow time for processing of your monthly statements, the billing cycle begins on the 24th of each month and cuts off on the 23rd of the following month. For example, on your July 1st statement, you will be billed for meals used between May 24th and June 23rd.

**CATERING**
The Hampton Dining Services staff invites you to have special catered parties or dinners. Catering services are available through the Food Service Department at an additional fee and as time allows. Contact the Director of Food Services for details at least two (2) weeks in advance for large events or one week in advance for small events. Whether you need a fruit and cheese tray for a Card party, a cake or Peanut Butter Pie for a Birthday Party, or an elegant dinner for a reception in your apartment or in the Multi-purpose Room, we look forward to helping you entertain. Residents have the fun of planning and the Dining Services staff will do the work!
Desired use of any building common areas for private parties should be arranged through the Director of Activities, so that your event will not conflict with previously scheduled activities.

**DINING ROOM**

We want you to feel comfortable with your dining schedule and offer flexible serving hours with full service and menu selection. There are no requirements for fixed or reserved seating times within the hours of operation below.

**Monday through Saturday:**
- Breakfast  7:00 a.m. – 9:00 a.m.
- Lunch  11:30 a.m. – 1:30 p.m.
- Dinner  4:30 p.m. – 7:00 p.m.

**Sunday:**
- Brunch  11:00 a.m. – 2:00 p.m.
- Dinner  5:00 p.m. – 7:00 p.m.

We request that you be seated no later than 30 minutes before the end of each closing time to allow adequate serving time during the scheduled hours of operation.

There is no breakfast served in the Dining Room on Sunday morning but you are encouraged to enjoy both the Sunday Brunch and Dinner, regardless of the meal plan you are on. For Sunday evening dinner, a lighter selection is offered, usually consisting of soup and sandwiches.

Your daily menu includes standard items that are available every day as well as the special selections for the current day. Efficient and courteous waiters and waitresses serve all meals, except for occasional buffets. **No tipping of The Hampton staff is allowed** (see Employee Relations).

**Seating Assignments**

There are **no** seating assignments in the dining room. We believe that your overall experience at The Hampton will be enhanced if you get to know other residents and we consider the dining experience as a way to help you do this. However, this is your choice, and we will accommodate your seating preferences whenever this is possible. We encourage all residents to maintain flexibility in who they dine with so that all residents feel welcome to sit anywhere a seat is available. In addition, we request that you not turn away other residents if there is an available seat at your table. When you arrive at the dining room, if you want assistance in finding a table to sit at, we encourage you to wait beside the Maitre Dee stand so that one of our staff can help you find a seat. If you want to sit with a certain group of friends, we suggest that you meet each in the lobby prior to entering the dining room so that you can find a table together. This will avoid the embarrassment caused when
you try to reserve a seat for your friend that has not arrived yet, but inadvertently
hurt the feelings of the person you turned away.

Residents are not allowed to reserve a table when only residents are present, unless
there is a special occasion, and prior notification and approval of the Food Service
Director has been obtained.

To ensure optimum service and adequate food availability for everyone, 24–hour
advance reservations are suggested when you have more than three invited guests
for all meals other than Sunday Brunch, for which reservations are required by the
preceding Friday at 5:00 p.m. To avoid delays in seating all of our residents, we
limit the number of Guest reservations we can accommodate, so you may on
occasion be requested to alter your desired seating time if you are entertaining
guests. Contact the Dining Room Manager or the Food Service Director to make
reservations.

GUESTS

Your family and friends are always welcome to visit the community's dining room,
but be sure that you remember to remind them of the Dress Code so that they are
not embarrassed and so that other residents are not upset when a Guest comes into
the dining room in inappropriate dress. It is requested, that reservations be made in
advance for your guests. To make reservations, contact a wait staff supervisor or
the Food Service Director. The number of guests allowed at peak dining times will
be controlled by the wait staff supervisor or the Food Service Director to prevent a
service delay for other residents. If you arrive at the dining room with many guests
and you have not made reservations, your party may be asked to wait until
appropriate accommodations can be made. Where the size of the group warrants
this, a table in the dining room may be reserved for you and your guests. In
addition, to allow us to greet your guests warmly at the Front Desk, you are
encouraged to inform the Front Desk Supervisor or Receptionist about details of
your guests' arrival. We can then call you to announce their arrival if you are still
in your Apartment.

Guest meals will be charged to the resident host's account. Special holiday meals
will also be charged to the resident host's account. Cash cannot be accepted. The
charges for Guest and Children's Meals are shown on the Supplemental Service
Charges list.

The library or a room on the second floor can be utilized for larger groups that you
want to entertain. If additional wait staff or other personnel are needed to
appropriately service you and your guests, this extra cost will be included in your
bill. This will be discussed in advance when you are arranging for special events.
**Assistance in the Dining Room**
Companions who are in your regular employ at The Hampton are not allowed to eat with you or to give you any other assistance with food in the dining room. Their assistance is limited to help in getting in and out of the Dining Room. Resident’s whose physical or cognitive needs require assistance with food at the table will be asked to either consider a move to an Assisted Living apartment, which includes this type of assistance, or will be requested to hire the assistance they need to enjoy their meals in their apartment. Cutting food for residents can be an indication that Assisted Living is needed.

**KITCHEN TOURS**
Residents are welcome to take a tour of the kitchen to see where your meals are prepared. Kitchen Tours are periodically included in the calendar of events but can also be requested at other times with the Food Services Director. We want you to be as proud of this professionally managed operation as we are and invite you to learn more about the kitchen first hand.

**MEAL CREDIT**
Should you be away from home for seven (7) consecutive days or longer, a food credit may be requested which retroactively credits your account for all meals missed since the first day of absence.

It is your responsibility, at the conclusion of your time away, to request this credit providing the Front Desk Supervisor, Front Desk Receptionist, or Business Office with information regarding your length of absence. To help with proper Food Service planning, notification preceding any planned absences will be appreciated.

The amount of the meal credit is based on average raw food costs of $2.75 per meal and on how many meals per day you have selected. Meal Credits will be deducted from the monthly statement following your return and request for this credit.

**PRIVATE DINING ROOM**
You may request in advance to use the Library as a Private Dining Room for special events when it is not reserved and when you and your group of eight or more will be ordering from the normal menu or when you have arranged for a specially catered meal. The Library has a maximum seating capacity of approximately 30 people. Other common areas, such as the Multi-purpose room, the Card Room and the Pub can also be reserved for special functions by contacting the Activities Manager at least 30-days in advance.

The Library is available on a first–come–first–served basis for entertaining your
friends and family. Use of these rooms for special dinner parties should be scheduled first with the Activities Manager, and then with the Food Service Director at least 30-days in advance. The Director of Food Services will then contact you to discuss specific food preferences (special menus are available) and to provide you with an estimated charge for the event.

SPECIAL DIETS

Our menus are designed to offer quality food and optimum health. We have incorporated the most current literature in designing nutritionally sound menus, yet acknowledge that each individual reserves the right to choose his or her eating preferences.

We are unable to offer special diets in the dining room. However, there are always selections available for those residents who are watching their calories, diabetic condition, sodium intake, etc. On the Monday through Friday evening menus, items that have "No Added Fat" are marked with a heart beside the item and items that have "No Added Salt" are marked with a smiling face beside the item. For the preparation of soups, salads, and other items, we try to maintain sensitivity to conditions common to older adults, and use salt substitutes and low fat items when possible.

For most meals and special occasions, we try to offer a sugar free dessert option for diabetics.

TRAY SERVICE FOR APARTMENTS

Tray service to individual apartments is available. This is only a temporary service and is designed for those residents who are temporarily too ill to dine in the dining room. We encourage all residents to eat in the Dining Room, as we believe regular socialization with other residents is important to your quality of life at The Hampton.

If a meal tray is delivered for more than three (3) times in a billing period, a nominal meal fee will be charged to the resident for each additional meal tray ordered. See the Supplemental Service Charges list for this information.

When tray service is needed:

1. All orders for room service should be placed during the following times:
   - Breakfast    7:00 a.m. - 7:30 a.m.
   - Lunch/Brunch 10:00 a.m. - 11:00 a.m.
   - Dinner       3:00 p.m. - 4:30 p.m.
   To place an order, call 713-830-5134 (direct dial) or 713-993-9999 and ask to speak to the kitchen to place an order for room service. Calls to the
kitchen cannot be accepted after 4:30 p.m. as wait staff are already involved in serving residents in the dining room. Service by wait staff to the Dining Room takes priority over Room Service orders. Room Service deliveries are usually delayed until after 6:30 p.m.

2. Residents without companions or other assistance available should call the dining room to have their trays delivered to their apartment. Since all food and condiments are normally served in disposable containers, there are no dishes to pickup after your meal is finished and the tray will be taken back to the kitchen by the staff member delivering the meal. However, if your meal is served on Hampton dishes, please contact the kitchen after you are through with your meal, but by 8:00 p.m., so that a waiter can pick-up your dishes. Trays or other dishes should never be left in the hallways, unless you have contacted a waiter and know that they are on their way up to retrieve these items. Keeping these out of the hallway will help prevent any trip hazards and will keep our hallways neat and sanitary.

3. Residents with companions should have the Companions or assistants call the Kitchen for menu selections during the day and should place orders, according to the ordering times in number one above. The orderer should also suggest the desired time of pickup. Companions should pick up marked Styrofoam containers from the service area by the kitchen for “To Go” orders promptly according to agreed upon times and are encouraged to bring a basket or tray with them from the resident’s apartment to help in carrying food items and to help prevent spillage. Use of the Service Elevator is requested when taking up food to minimize any spills on carpet in the front passenger elevators.


SECURITY AND SAFETY

APARTMENT ENTRY

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

We will always have an appropriate staff person accompany any non–staff personnel who must enter your apartment while you are away. Only the appropriate department director approves all such entries.

To help us in maintaining the highest level of security, you have provided a list of those people you authorize to enter your apartment while you are absent, in case of illness and/or transfer to the hospital, or in case of death. If you are absent, The Hampton will refer to this list you completed that shows the names of those to whom access to the apartment has been granted. This list should be regularly updated and signed. Please contact the Business Manager to make any updates to this list.

Without this prior permission, no one, including family, will be allowed access to your apartment unless they are on your list, or have your legal power of attorney, or other legal documents, such as an order appointing an executor/executrix, etc.

AUTOMOBILES — REGISTRATION

Part of the security service we offer to residents extends to your automobile. To make this security effective, we will ask you to complete a form at your lease signing meeting that provides our Valets and Security personnel with the following information: your automobile's make, year, color, and license plate number. Any questions can be directed to the Front Desk Supervisor.

Due to the limited Parking Space available at The Hampton, only one vehicle per resident and registered to the resident can be allowed. If you are not using your vehicle regularly, you are encouraged to sell your car and release the parking space. Parking spaces cannot be assigned to residents' family members or companion / sitters. There are parking fees to be paid by the resident that hires private companions/sitters that come regularly to The Hampton.

As mentioned elsewhere, residents must maintain their own insurance for their vehicles. The Hampton cannot guarantee the safety of these possessions, although we have taken extensive precautions to help prevent the occurrence of any damage to a vehicle or loss of a vehicle.
Because it is so difficult to determine where damage to a vehicle occurs and is dependent on when someone first notices the damage, it is seldom possible to isolate the cause of damages to prove where they occurred. However, where the acts of an employee clearly resulted in damages to a resident’s vehicle, insurance reimbursement will be sought to repair the damages.

CHAIN LOCKS

The Management of The Hampton believes that the security of our building will prevent any intrusion by those that might take your belongings or threaten your physical safety, although this cannot be guaranteed. Although some resident’s have occasionally requested the installation of a Chain Lock on their door, we do not allow the use of these locks as they would impede access or prevent access to your apartment if you were to have an emergency and pull the cord on the emergency call system.

EARTHQUAKE PLAN

In the event of an earthquake:
* stay in your apartment unless you are instructed otherwise.
* position yourself under a doorway or under a large piece of furniture such as a desk.
* stay away from windows.
* do not use elevators.
* do not use telephones.
* if instructed to evacuate over the building Public Address system in the hallways, proceed calmly to the stairwells or wait in your apartment if assistance is needed. Emergency response personnel will use the list that is available at the front desk to identify those residents that we believe may need assistance to evacuate.

ELECTRICITY GENERATOR

To help ensure your safety in case of an emergency or when our electricity supply is temporarily cutoff, The Hampton has two Electricity Generators to supply electricity to critical operational systems and to provide limited lighting. This is a diesel fuel powered generator and an adequate supply of fuel is maintained to supply several days of emergency electricity. We also have a supplier relationship established for a diesel fuel supply in case of an extended emergency.

The Emergency Generator supplies electricity to one elevator, lighting in the stairwells, limited emergency lighting in the hallways and common areas of the building, the Fire Prevention/Detection systems of The Hampton, the phone system at the front desk, the security cameras, the fire pumps, and some other areas. There will not be electricity supplied to residents’ apartments by the Emergency
Generator, so it is recommended that all residents keep flashlights and charged batteries on hand at all times.

In addition, residents whose health situation requires the use of an oxygen concentrator in their apartments must maintain an emergency supply of appropriately stored oxygen since the generators do not supply electricity to plugs inside the apartments.

**ELEVATOR EMERGENCY**

If you are on an elevator and an emergency of any type occurs, there is a communication system located in each elevator on the lower portion of the right panel. When you press the button identified by a phone symbol, it automatically connects to a special phone located at the Front Desk. The Front Desk personnel will respond to you through the speaker in the elevator panel and will let you know what will be done. They can hear you as if you were talking on a phone. Give your name. Remain calm until help arrives.

**EMERGENCY ASSISTANCE**

Use your Emergency Call system in your apartment for medical emergencies. Call the front desk/Security for other emergencies at 713-993-9999. See the section on Emergency Medical Alert System and Procedures in the Health Services section of this manual for additional information. If you believe you must call 911 for an emergency, the street address to tell the dispatcher is 2929 Post Oak Boulevard near the Galleria in Houston one block south of Alabama Street. Please inform our Front Desk / Security staff immediately after you have called 911 indicating the nature of the emergency reported so that our staff is prepared to assist and direct Emergency Response personnel as much as possible.

**EMPLOYEE SECURITY CHECKS**

In addition to normal work experience, reference and background checks during our employee hiring process, we also perform a Criminal record check to ensure that the caliber of your Hampton staff will help to ensure your security and safety. **If you want to hire other individuals to work directly for you on The Hampton premises, please contact the Director of Companion Services for required criminal checks, TB tests, and other forms to be completed.**

**EXPLOSION PLAN**

In case of an explosion, residents in the immediate area of the explosion will be evacuated first. Any other needed evacuations will then proceed as outlined in the Fire Plan.
EXPLOSIVES AND HIGHLY FLAMMABLE MATERIALS

To ensure a safe community, no firearms, ammunition, explosives, or highly flammable materials, such as oxygen tanks, kerosene, or paint stripper, may be brought into the community, except under the prior notification and supervision of management. Where use of oxygen tanks by residents are medically required, the resident and guests in the presence of the oxygen tanks are not allowed to smoke. Smoking in the presence of oxygen tanks would put other resident's safety at risk and will not be allowed. Other open flames near the oxygen tanks are also not allowed. Due to the flammability of oil soaked rags, please contact the Building Services Director for assistance with immediate safe disposal of any oil soaked rags you have, or other materials you are concerned about.

FIREARMS

To ensure a safe community, no firearms or ammunition may be brought into the community, except under the prior notification and supervision of management.

FIRE SAFETY

The concrete floors between each floor of the Hampton, the firewalls and doors, the fire detection and control system, and other features prove that the entire retirement community has been constructed with fire safety in mind. The Houston Fire Department has reviewed and is familiar with our fire system and emergency response plan and is prepared to respond in support of Hampton residents with extra personnel to assist residents in evacuating the building in the event of an actual fire. They support our belief that if a fire alarm sounds and if instructions are announced in the hallway speakers with the emergency public address system to evacuate the building that a resident's own Apartment is a safe place to remain if a resident wants or requires assistance evacuating. If you hear an alarm, listen for announcements with instructions on whether or not evacuation is required.

The Hampton maintains a list of residents that may need assistance to evacuate. This list includes residents who staff members know to be physically incapable of getting down the stairs by themselves and it includes those residents whose hearing disability keeps them from being able to respond to sounding fire alarms, as determined during regularly scheduled fire drills. This list is maintained at the front desk with our Emergency Procedures and in the event of a fire, this list will be given to Fire Department personnel so that appropriate assistance will be provided. However, as an independent living community, The Hampton cannot assume the responsibility for helping residents evacuate the building in case of fire, although whatever assistance possible will be given. The nearest fire station to The Hampton at Post Oak is located near the intersection of Richmond and Chimney Rock.
When a smoke detector in a common area of the building (such as apartment hallways or in the 1st Floor kitchen) is activated by smoke, a signal is immediately sent to the Fire Annunciator Panel at the Front Desk, which immediately informs Hampton Staff of the location of the alarm situation. These smoke detectors, when activated, do not set off a general alarm in the whole building. Any activation of these detectors or a pull station will send a signal to the monitoring station to call the Fire Department. It will initially sound an alarm on the effected floor as well as on the floor above and the floor beneath the incident location. If a general alarm is needed, the alarms on all floors will be sounded. These smoke detectors are early warning devices and in responding to these calls, our in-house staff can resolve most potential fire hazards. A Security Officer or Hampton Staff member will immediately respond to the alarm location and will take appropriate action.

Each resident hallway, the stairwells, common areas, the main kitchen and main laundry of the building are equipped with a public address system. In the event an evacuation of certain floors or of the entire building is necessary, instructions will be reported through the public address system. In the event that a sounded alarm is determined to be a false alarm, this information will also be communicated through the public address system.

Each apartment has independent battery-powered smoke alarms that are not connected to the front desk Fire Annunciator Panel. If a fire alarm station is pulled on any floor, an alarm is automatically sent to the off-site alarm monitoring company and to the front desk. The water fire extinguishers located throughout the community are quite heavy, and therefore, a Security Officer or Hampton staff member will obtain and use this as it is needed.

If the temperature at a sprinkler head on the first and third floors rises to approximately 135 degrees, the sprinkler system in that immediate area will be activated automatically to put out the fire.

We will periodically have fire drills and fire safety training for our residents and staff. During these drills, you should proceed only to the stairwell on your floor. We will not ask you to descend the stairs during our drills. The main purposes of these fire drills are for you to go through the routines of what you would do in a real fire, for our staff to identify those residents who can't hear or respond to the audible messages and alarms, and to prepare for the "worst case scenario," where an evacuation would be required. We also test on-site fire equipment and systems during these fire drills. The state regulations require that we alternate the time of our monthly drills so that staff on all three shifts can practice their fire response procedures.

Remember the basics of fire safety in public buildings, such as the following:
* If an alarm has been sounded in the hallway by the building fire alarm system, do not call the front desk to ask what the alarm is for. Staff members at the desk will already be in action and it is important that the telephone lines remain open. Listen for instructions over the building emergency public address system.

* If you believe you smell smoke and no alarm has sounded, call the front desk of The Hampton at 713-993-9999 so Security or staff members can immediately check this. If we suspect that there is a fire or the imminent prospect of a fire in someone's apartment, a staff member or security guard will knock on the apartment door, open this door if no one answers the door, announce ourselves at the door, and then enter to investigate.

* If you see smoke or a fire or if the smoke detector in your apartment sounds an alarm, get yourself to a safe place, turn off your air conditioning/heating unit (if practical), close all sliding glass windows and doors behind you, and then call The Hampton front desk. If you actually see fire, activate a fire alarm in the hallway, or call 911.

* If you suspect there is a fire outside your apartment door, always feel the door for heat or look for smoke seeping underneath your door. Put a wet towel at the base of your door to block any smoke entering your apartment.

* If you wake up during the night and there is smoke in your apartment, crawl out of bed onto the floor where there will be the clearest air available. Continue your evacuation as near the floor as possible until you are clear of the smoke.

* Keep baking soda near your kitchen area for use in case of an oil or grease fire. Do not try to extinguish grease fires with water. Keep a small extinguisher in your apartment in case you want to put out very small fires.

* Do not try to use elevators in the event of a fire. The fire safety system disables all but one elevator car and that car descends to the first floor automatically to be used by emergency response personnel.

* If the need for an evacuation is announced over the Public Address system, and if you can evacuate the building by yourself, go down the stairwell nearest to your apartment. While you may use either stairwell, the east stairwell is equipped with a forced air system and double doors to limit smoke from entering this stairwell. Exit the building immediately when you reach the first floor and make your way to our staging area in the parking lot behind The Westlake Center Building, which is across from the main entrance of the Hampton. Stay clear of emergency vehicles as you make your way to the staging area. Do not come to the lobby of The Hampton.
since this is the main entry point for emergency personnel. If inclement weather exists (cold, heat, rain, etc.), there will be City of Houston buses dispatched to our staging area to protect our residents. Staff members, when available, will be present in the staging area to help Houston Fire Department personnel with identifying any residents who have not reached the staging area who may still be in the building. Do not attempt to reenter the building until instructed to do so by a staff member or firefighter.

GUESTS

We welcome your guests into the community as you did in your previous home. The receptionist, Front Desk Supervisor, or security personnel will require that all incoming guests, vendors, or other private duty staff hired by residents sign in each time they visit the community. For individuals not personally recognized by the front desk personnel, they will call you on the phone in your apartment to receive your approval before directing guests to your apartment. It will help avoid delays in the lobby if you call the Front Desk in advance giving prior notification to the Receptionist or Security of expected guests.

Residents must take responsibility for their guests and must accompany them into the common areas, such as the dining room, the swimming pool, the billiards room, etc. Residents must also ensure residents compliance with the community dress code.

Overnight guests are welcome to visit you and may stay in your apartment at no charge (except meals). However, under normal circumstances, you should also be present in your apartment when guests are staying overnight. If you are in the hospital and an out-of-town family member needs to stay in your apartment, the Executive Director should be contacted for prior approval. Such guests are requested to either eat in the apartment or to eat outside of The Hampton since you are not present to be with them in the dining room. One (1) week is the maximum continuous stay for guests unless prior approval from management is obtained. Charges for special services or guest meals will be added to your monthly statement.

When either of the two guestrooms on the sixth floor is available, your visitors are welcome to use these rooms. Prior reservations with the Front Desk Supervisor are required so that we can assure that appropriate Housekeeping can be arranged before your guests' arrival. See the Supplemental Service Charges List for the current daily rate for a guest room. An overnight stay in the guest room includes breakfast for two in the dining room free of charge. The guest room fee does not include Sunday Brunch. Billing for guest room charges will be added to the resident's monthly statement.
HURRICANE

Since The Hampton is located near the Gulf of Mexico, we are subject to hurricane conditions from time to time. A major hurricane represents Mother Nature in one of her most violent and dangerous states. There is little any of us can do to protect ourselves and our property if we find ourselves in the path of a hurricane. For these reasons, the management of The Hampton strongly urges all residents to heed the advice of local officials, should they make a recommendation to evacuate. No one can guarantee the safety of anyone who chooses to remain in Houston during a hurricane. Your material possessions can be replaced - your life cannot.

When local officials show that The Hampton is included in a Hurricane Watch area, suggesting that hurricane conditions are a real possibility within approximately 36 hours, the Executive Director will attempt to inform all staff and residents of the Watch. We ask that any residents who choose to evacuate, even before this is requested by local officials, inform The Hampton of your plans before departure.

When a Hurricane Warning is announced impacting The Hampton, usually done 24 hours before hurricane conditions are expected, residents should take the following action:
* remove all furniture and other articles from the balconies,
* close and lock all exterior sliding glass windows,
* close all curtains,
* unplug all lamps, televisions, small appliances when not in use,
* move furniture, particularly lightweight items, away from window areas,
* place most valuable items inside a closet that can be closed, and
* fill all bathtubs and sinks with cold water.

If a major hurricane hits the Houston area, electrical power, natural gas supplies, and water supplies could be shut off for several days. In addition, there may be shortages of food and drinking water. Management of The Hampton can in no way guarantee your safety, comfort, or well-being, either during or in the days immediately following a hurricane.

For residents who want to evacuate to a local designated shelter, The Hampton will do its best to provide transportation to such local shelters.

For residents who choose not to evacuate, the following procedures should be followed:
* gather the following emergency provisions
  - your medications
  - a change of clothing
  - blanket and pillow
  - flashlight with extra batteries and bulb
- water
- non-perishable food items
- battery-operated radio with extra batteries
- provisions for passing the time, such as playing cards, dominoes, magazines, books, etc.
- other emergency provisions that you may deem appropriate.

* shortly before the expected impact of the hurricane to The Hampton, an announcement over the building public address system will be made to vacate apartments and move to the hallways. The intention is to "live" in the hallways until the hurricane has run its course. During the hurricane's most violent time, we will evacuate to the stairwells (the safest area of the building).

* depending on the specific situation, available food will either be served in an announced central location or in the hallways of each floor.

The Administration Office on the first floor will serve as the center of operations. The second floor nurses' station is designated as the alternate location for control of operations. The Executive Director, or their designee, will be responsible for all decisions. Hampton management will monitor official communications and announcements, will provide instructions on appropriate actions to be taken, and will coordinate all needed emergency response actions. Various departments at The Hampton have assigned responsibilities that are a part of the emergency response plan and they review this plan at the beginning of each hurricane season and would then verify that the required materials are available and required actions are taken in case of an approaching hurricane.

KEYS / BUILDING ACCESS

Apartment residents will be issued keys for your apartment and your mailbox on the day you move into The Hampton. If you ever lock yourself out of your Apartment, you must notify the front desk and a staff or security person will come to let you back in. It is not allowed for you to put locks on your Apartment doors that The Hampton does not have a key to. If you have a desire for an additional lock, please contact the Director of Building Services to discuss your request so that suitable alternatives can be identified.

Exterior doors into The Hampton are locked by our Security Personnel according to a plan approved by management. The doors are monitored with either direct viewing or via camera with front desk monitoring to ensure that no unauthorized entry into the building takes place. Residents and staff are requested not to open any outside door for anyone they do not recognize as having a valid reason for being in the building.

Keys issued to you by The Hampton must not be duplicated. However, you may obtain additional keys or replacement keys, at a nominal charge, from the Building
SAFETY

While the entire Hampton community was designed and built with special features to help ensure your safety and to prevent accidents, there are also steps you can take to make your own living areas as safe as possible. The Hampton recommends precautions such as the following:
• carefully consider the fall risk caused by throw rugs,
• maintaining adequate lighting,
• avoid trip hazards that can be caused by the placement of electrical cords,
• do not overload electrical circuits,
• use light bulbs with a wattage that complies with the limitations specified on your lamps,
• ensure that your halogen lamps have the appropriate protective wire cover over the bulb,
• maintain an uncluttered living environment,
• do not smoke in bed,
• promptly clean up any spills or fluids on the kitchen or bathroom floors,
• never leave cooking items in your kitchen unattended,
• keep electric space heaters at least three feet from anything that can burn,
• put water on cigarette butts or matches before disposing of them, and
• promptly report any broken kitchen appliances.

All space heaters need to be approved for appropriateness of use by the Building Service Directors.

SECURITY

Concern for your security is a management priority. Security is provided twenty-four (24) hours a day, every day of the year. Security personnel or other appointed staff greet guests, monitor entrances, and patrol the building and premises. There are video cameras at key locations and entry areas with monitors and recording capabilities at the front desk. Please inform community management or security personnel immediately if you have any concerns about your own security, or the security of your possessions. Always alert the front desk or Security to any suspicious persons or activities that you may see in the buildings or on the grounds. You should of course call the police if you believe you are under an immediate threat for your personal safety and are unable to contact front desk/Security personnel or if you believe response by the police to an emergency is required.

In the event that you believe a personal possession may have been taken from your apartment, we request that you report this to the Executive Director’s Administrative Assistant on the 1st floor. The Hampton procedure is to investigate all reports of theft with the hope of finding the missing item. A part of this investigation usually includes sending two staff members to search through the
resident’s apartment. In most cases, this search turns up the missing item.

**SPEED LIMIT**

The posted speed limit for driving on The Hampton premises by residents, guests, employees, and all others is 5 (five) miles per hour. There is never any reason that justifies driving faster than this. While this speed limit is clearly marked in the Parking Garage, residents are responsible for informing their guests of the speed limit and ensuring their compliance with this rule from the point that any vehicle enters The Hampton property from Post Oak Blvd. As needed, Security Staff or other Hampton employees will warn or ticket anyone who ignores the speed limit.

**TORNADOS**

In the event of an actual sighting of a tornado near The Hampton, announcements in the hallway Public Address system will be made to warn apartment residents of this imminent threat to your safety. However, we encourage you to listen to radio or television stations for potential emergency information when weather conditions appear threatening to you. In the event of a tornado, you are encouraged to follow the standard instructions of

- closing all drapes,
- staying away from windows, and
- staying in interior rooms or closets or lying in the bathtub with pillows over you.

The Hampton or Security staff will always be on property to advise and assist on the current weather situation and related security precautions.

For information about the weather conditions, you can call the following phone number any time: 713-529-4444.
MAIL SERVICES

ADDRESS CHANGE FORMS

In the event that you move within or from The Hampton, Address Change Forms can be obtained from the Front Desk Receptionist. It is very important that this form be filled out and given to the post office to ensure the appropriate forwarding of your mail. Please realize that this is also a requirement if you move internally within The Hampton, from apartment to apartment or apartment to Assisted Living, etc. The Postal Service requires your authorization and notification of moves within The Hampton community and outside the community. Your assistance will be appreciated in promptly contacting people and businesses that mail you things, notifying them directly of your new address. This will help to prevent other residents from receiving and having to handle your mail.

MAIL BY U.S. POSTAL SERVICE

Mail is distributed by the U.S. Postal Service to personal, locked mailboxes located in the hallway just off the main lobby and outside the Administrative offices. These mailboxes are under the control of the U.S. Postal Service and federal law prohibits our placement of memos or announcements in these boxes. Thus, we also have an internal mail system (see following).

Please use your name, address, and apartment number on all correspondence to expedite mail delivery. Thus, following your name, the address would read 2929 Post Oak Boulevard Apartment # XXXX, Houston, Texas 77056.

Outgoing mail can be placed in the first floor U.S. Postal Service letter drop–box located just outside of the Administrative Offices between the Internal and U.S. Postal service boxes.

U.S. Postal Service packages that will not fit in the mailboxes or Overnight Courier incoming packages will be left with the Front Desk Receptionist and may be picked up by residents. You will be called by the front desk to inform you when you have received a package. If packages are heavy or cumbersome, they can be delivered to your apartment by the community staff upon request when staff has time to help. When packages are received at the front desk for the resident, the resident will be asked to sign a control form at the front desk that confirms the transfer of this package to them.

MAIL WITHIN COMMUNITY

Our own community mail system has been set up just outside the Administrative Offices for communications within the community. Please check this second individual mailbox daily for special announcements or notes from friends and
neighbors.

**PACKAGE DELIVERY**

Packages delivered to The Hampton for you by the U.S. Postal Service that will not fit in your mailbox and any other parcels delivered will be signed for by the Front Desk Receptionist, Front Desk Supervisor, or Security Personnel. For your protection, delivery persons and solicitors are not allowed on the residential floors, with the exception of grocery, furniture, or for other very large or heavy items, and then only after you have been contacted by the Front Desk staff and have authorized the delivery to your apartment. They will contact you when possible to inform you that a package has arrived. If the package is either large or heavy, and you request assistance with the delivery to your apartment, Security Personnel or a staff member will be asked to help with the delivery when time allows. You will be asked to sign a control form when you receive the package from a staff member.

Because of the limited space at the front desk and the risk of misplacing packages, residents are advised to come down as soon as they are called to pick up their packages.

**STAMPS**

The Post Office delivery person generally has given our front desk, for your use, special envelopes to buy rolls of stamps through the mail. Stamps can also be obtained at the many US Postal Service offices throughout Houston. The nearest Post Office location is the Galleria office at 5015 Westheimer, 77056, located on the lower level of the Galleria under Neiman Marcus. The phone number for this branch office is 713-960-1476, and their normal operation hours are from 7 a.m. to 5 p.m. Monday to Friday.

The Hampton also has stamps available for purchase by residents but can only sell a very limited number of stamps to each resident from the Front Desk.
ACTIVITIES AND TRANSPORTATION SERVICES

ACTIVITIES – IT'S YOUR CHOICE!

Recreational, educational, cultural, spiritual and social activities are important to our community. These events are planned for your enjoyment, and the enjoyment of your neighbors by our Activities staff and the resident's Activities committee. The monthly Hampton Herald newsletter includes a schedule of the month's Activities (monthly menu on the other side of the calendar) and many residents keep this handy either by their phone or on their refrigerator. See the examples below that give a glimpse of the wide variety of activities arranged for your enjoyment at The Hampton.

If there is a group excursion you would like to take outside the community or a particular event you would like to have scheduled here, simply contact the Activities Manager or a member of the resident's Activities Committee to see if it can be arranged. The costs of most outside activities will be absorbed by the participating residents rather than incorporating these expenses into the activities budget, which is supported by all residents.

The Activities Office is located on the second floor, on the west side of the elevators, nearest to the service elevator, and across from the Marketing Office.

Our diverse Activities Schedule includes programs such as the following: musical entertainment by outside artists and residents, training classes, crafts, video movies, a wide variety of day trips, exercise classes, pool aerobics, parties, organized group games, bridge, shopping trips, group excursions to museums, Happy Hours, current event discussions, book reviews, local concerts and sporting events, religious services, ladies fashion shows, craft shows, visits to the Houston Library allowing you to check out printed or audio books, and more . . .

Make your reservations for any special events or trips on the Activities Sign-up book located in the second floor Lounge area. When a participation fee is required for special events, this will be collected in advance by the Activities Manager to allow the prior purchase of tickets.

CHURCHES/SYNAGOGUES

A partial listing of churches and synagogues in the area is included in the Phone Number list in this handbook. Contact the Activities Manager if you want a religious service to be conducted at The Hampton in accordance with your faith, and can be of help in arranging this.

GAMES
The Hampton has various board games available for use by residents and their guests. These are kept in the Activities Office and may be used in either common areas or in resident's rooms, as long as they are returned as soon as possible after use. Golf putters, balls, and practice golf hole equipment are available for checkout from the activities office during the week for use indoors, i.e., in the multi-purpose room. Puzzles are also available in the activities office.

**HAPPY HOUR**

On Tuesday and Friday afternoons on the second floor, The Hampton provides drinks and refreshments to encourage relationship building between our residents. While residents may request up to two alcoholic beverages from what we have available, other non-alcoholic beverages are also available for those who prefer this. Musical entertainment is often provided during this social gathering time. To be fair to other residents, a small charge will be assessed to residents that bring guests to Happy Hour if more than the two drinks available to the resident are requested.

**SHOPPING**

There are regularly scheduled group outings with transportation provided to grocery stores and other general merchandise stores so that you may purchase items needed for daily living. See the various published schedules of activities for times when shopping trips are arranged during each week.

**TRANSPORTATION**

The Hampton provides you with scheduled transportation to medical appointments, shopping, activities sponsored by The Hampton, and selected churches and synagogues. Our community owns several vehicles and employs drivers (weekdays) and periodically uses a valet as a driver (weekends and holidays) to accommodate your needs for transportation services (transportation not provided on Fourth of July, Memorial Day, Labor Day, Thanksgiving Day, Christmas Day and New Years Day). This service is limited to the use of available vehicles and staff. Unfortunately we cannot provide a “taxi” service that is available whenever or for wherever you need to go. Scheduled transportation receives priority over nonscheduled requests from residents. Our guidelines for arranging transportation are as follows:

* Transportation is provided on a first–come, first–served basis and is subject to prior booking. For our Monday and Tuesday Medical Appointment trips, we can accommodate only the first 14 medical appointments scheduled. If a resident has two separate medical appointment trips on the same day, a charge will be assessed to the resident for the 2nd trip.
* Reservations should be made between Monday to Friday, 8 a.m. to 5 p.m., at least 24 hours in advance by calling 713-993-9999 and speaking to the Front Desk Supervisor, Receptionists, or our driver (no appointments are to be made by Security Guards). Make your reservations at least 24 hours in advance. We strongly discourage same-day reservations.

* Transportation is provided within a 10-mile radius of The Hampton.

* Drivers cannot accompany you to your appointments (or park and take you into the office), but will drop you off and pick you up at the agreed upon location. See the section of this manual on Companion Services if you want or need someone to accompany you to your appointments.

* Transportation is available only from the hours of 9:00 a.m. through 4:00 p.m. with departures usually scheduled on the hour (i.e. 9 am, 10 am 11 am, etc.), and is only available in the evening hours for Hampton sponsored activities or by special reservation (at an additional fee) as arranged with the Transportation Department.

* Please have the following information when you call to schedule transportation – your name, your apartment number, your phone number, and the complete address of your destination, the phone number of your destination, the departure time requested, and the pickup time expected. Note that if the expected or actual pickup time is after the normal operating times listed above, you will have to make other transportation arrangements, such as using a cab. If it happens that a Hampton driver is available after our normal operating times, a charge will be assessed to the resident.

* A Transportation Reservation form is completed when you schedule a trip and a copy of this will be given to you or will be placed in your Internal Mail box, so that you have a confirmation of your scheduled transportation.

* You will need to call the Front Desk Supervisor or Receptionist at 713-993-9999 when you are ready to be picked up, and we will pick you up for your return to The Hampton when possible and as the schedule permits. The length of time you must wait to be picked up averages between 30 to 45 minutes.

* We are sorry, but no "side trips" or unscheduled trips on the way to or from your appointments can be accommodated.

* Transportation is not provided to or from the Houston airports by The Hampton. Various shuttle or cab services are available for your use in getting to airports. The Airport Express Service from the Double Tree Hotel seems to give residents the best service. For exact rates, departure times or
other information, you can contact them at 713-523-8888.

* For residents who still have a car here, but want someone to drive them, a Hampton companion can be hired to drive you in your vehicle and to assist you in running errands, to attend a religious service, or going on medical appointments. It is the resident’s responsibility to contact the supervisor of Companions on the first floor if they want to schedule a companion to assist them on a trip, not the transportation department.

* For those of you who no longer drive, following are the names of several transportation providers you can consider when The Hampton is not able to provide transportation when you need this:
  
  Care A Van 713-944-5000
  Elizabeth Tinsley 713-869-0886
  Liberty Cab 713-695-6700
  United Cab 713-699-0000
  Yellow Cab 713-236-1111

We look forward to the opportunity to serve you! Please call the Front Desk Supervisor at 713-993-9999 if you have any questions about Transportation.

VOLUNTEER OPPORTUNITIES

RESIDENT'S COUNCIL

The Hampton at Post Oak Resident Association is an advisory group of elected representatives from the retirement community who meet to discuss various aspects and interests of the community. This Association offers residents the opportunity to discuss several areas of community importance. The purpose of the Association is as follows:

1. To communicate the interests and concerns of the residents through the Council to the Executive Director.

2. To promote an understanding of administrative policies and procedures among the residents and to communicate with all residents on matters taken up by the Association.

3. To engage in activities that will motivate residents to become active in the Association's operations and committee action. Committees such as the Food and Activities Committees are established by The Hampton at Post Oak Resident Association By-laws.

4. To encourage resident interaction and participation in activities to broaden the sense of "community" at The Hampton.
To sponsor and help in administering the annual "Employee Appreciation Fund" instead of tipping employees during the year. See "Employee Relations" comments for further information on the Employee Appreciation Fund.

The Association consists of one representative from each floor of the Hampton, elected each October to serve a one-year term. The Council elects a Chairperson, who is the spokesperson for the group, and a Vice-Chairperson, who acts in the absence of the Chairperson. Annual terms of office for council members and officers are from each January to December. Residents can serve two consecutive terms on the Association, as long as they are elected for a second term. Then they must remain off of the council for one year before being eligible for reelection. The Council meets on the first Tuesday of each month and at other times as deemed appropriate by the Chairperson. The Executive Director (or their assigned deputy) serves as the administrative advisor to the Association.

A listing of all active Association committees with a description of their responsibilities can be provided to new residents by the appropriate elected floor representative. Some of these committees are the Food, Activities, and New Resident Orientation committees. There is also a By-Laws committee that usually meets at least once per year. Active committee participation and input to Association members by all residents is encouraged.

There is a monthly meeting of all Independent Living residents where reports are made by various residents and the Executive Director to keep all residents abreast of community information, and to provide a chance for discussion of issues of interest to the residents.

OTHER WAYS TO VOLUNTEER

The Director of Activities is a good contact point for information on ways you can become more involved in your Hampton community. Other than the Resident Council discussed above, there are other opportunities here at The Hampton for residents to volunteer their time in a rewarding way. One of these is with either Assisted Living on our third floor or in the Health Center in the adjacent building. Examples of ways you can assist are helping the Activities Department with calling Bingo or with other games, joining the residents in celebrating birthdays or other holiday parties, answering the phone and greeting visitors, leading in a discussion group, teaching residents about your own area of expertise, or to be a special friend to a resident. We encourage residents to volunteer some of their time assisting residents who live in Assisted Living or in the Health Center.

Your volunteering can also result in groups participating outside The Hampton.
community in Houston and the surrounding area. We encourage you to find ways to give of yourself to others, whether here at The Hampton or outside our retirement community. Your life will be richer as others benefit from your shared gifts.
RESIDENTIAL SERVICES

ALLIANCES

Brookdale Senior Living and The Hampton Senior Living Network of seven communities in Houston maintain Alliances with organizations in Houston that provide complimentary services for older adults. These alliances include some benefits for our residents as well as some benefits for our alliance partners. As an example, an alliance with the Memorial Hermann Healthcare System was established giving our residents access to their 55+ program along with other benefits. Members of their 55+ program who are not currently residents also receive some benefits at The Hampton. Hampton management will occasionally inform residents about any updates to their Alliance partners.

BEAUTY AND BARBER SHOP

A beautician / barber is available on site on the east end of the second floor across from the Therapy room. An independent contractor provides this service. Appointments may be made for any of the wide range of hair care services by calling 713-621-8359. A listing of charges is available in their 2nd floor shop or at the first floor Reception Desk. Residents may charge their services to their Hampton account with billing to be included on the statements issued at the first of each month.

CLOTHES CLEANING – See Dry Cleaning Below

COMPANIONS

The Hampton offers its own personalized Companion Services that will be available for your convenience. The Hampton Companion Service program can be used by residents for such things as to give assistance during a period of illness, to help with household chores, to prepare light meals, to run errands, to accompany a resident on a Hampton Activities outing, or to give assistance on a shopping trip or medical appointment. As a non–medical service, no licensed nursing care will be offered through this program. See the information on Home Health agencies for nursing and therapy services in your home if services of a medical nature are needed. Whether you are interested in short-term or long-term services in your home or outside The Hampton community, we are ready to help you. For more information, you may call the Director of Companion Services through the main Hampton phone number 713-993-9999. The hourly charge for this service is shown on the Supplemental Charges schedule and, if used, will be included on your monthly Hampton statement.

Companions may be defined as those who provide assistance such as housekeeping, cooking, domestic support, running errands, driving for the resident,
assistance with ambulation, and basic medical services. The published guidelines for companions do not relate to individuals hired by a resident to provide semi-professional or professional services, such as Financial, Legal, or Banking services, or coordination of important Administrative details for the resident.

Should you wish to engage a personal companion privately or from an outside agency, you may do so according to the Companion Guidelines available from the Companion Supervisor. Please understand that some of the guidelines below are established to minimize the visibility of companions in the building. The role of companion represents a growing need for help and is a reminder to those who do not currently need companions of what may be ahead for them. Your assistance in reviewing these guidelines with your companion will be appreciated.

Each resident who hires an outside companion is responsible to ensure that all of the Companion Guidelines are adhered to and that they are appropriately registered with The Hampton’s Companion Supervisor. One of the most important guidelines involves a Criminal Background check and a TB Test that is to be performed before the individual works at The Hampton. The published guidelines include information such as the role of companions in the community and what they can and cannot do, dress, where to wait when they are not with the resident, name tags, insurance, and parking of companion cars.

**DRY CLEANING**

Please see the phone numbers section of this manual that has a list of local dry-cleaning Vendors and their phone numbers. Monarch Cleaners is used by many residents since they pick-up and deliver to your apartment, and they can be reached at 713-426-1430. Craig’s Cleaners is used by some residents and also provides this pick-up and delivery service, and can be reached at 713-877-5000.

**FAX SERVICES**

You can have short and infrequent faxed documents sent to your attention on The Hampton fax machine at 713-830-5149. When a fax is received to your attention, this will be given to our Front Desk staff so that they can call you to inform you that a fax was received, and they will hold this for you until you can come down to pick this up. While we can offer you the option to send limited local faxes at $0.25 per page (payable in cash to the Administrative Assistant), we must pass along our average costs to you for sending long distance faxes. The Administrative Assistant or another office staff member will send the fax for you and will ask that you sign an authorization ticket for use in billing your account. See the Supplemental Charges List in this Handbook for these charges. Several local Copy Vendors, such as Kinko's, also offer fax services to the general public, if you have very frequent or lengthy fax needs.
GROCERY CARTS / BASKETS

The Hampton has two carts and one luggage carrier available at the Front Desk for resident use. It is important that each resident return the cart or basket to the front desk area immediately after their use. We do not have storage space for additional carts available, and you all want these carts to be available when you need to use them, but cooperation is needed from all residents for this system to work effectively.

INFORMATION CENTER – See Front Desk

LOST AND FOUND

If you find items left behind by someone, these can be turned in at the front desk to the Front Desk Supervisor, Security or to the Receptionist. The Administrative Office will keep the lost and found articles until the owner of the item can be found.

NEWSPAPERS

The Hampton maintains subscriptions to the Wall Street Journal and Houston Chronicle for use by residents in the first floor Library, and The Hampton also supplies one Houston Chronicle in the second floor lounge area. Do not remove any part of these papers from these areas, as this is frustrating for other residents who enjoy sharing this newspaper rather than obtaining their own subscription. If you want to have a paper delivered to your apartment, you are responsible for arranging this and to make the required payments directly to the desired paper for this service. The Houston Chronicle Customer Service department will help with any changes to your subscription, and they can be reached at 713-220-7211.

Any other daily local newspapers you subscribe to that arrive at The Hampton early in the morning at the same time as The Houston Chronicle will be delivered to your apartment by the security guard. If your paper is not delivered to your apartment, please verify that you have maintained the current status of your payments, and then, if so, contact the front desk receptionist. He / She will contact the paper carrier to request that an additional paper be delivered. Please do not take the paper of a neighbor, assuming that your paper was just put at the wrong apartment.

TRASH DISPOSAL

Residents are to place garbage from their apartments in a secure, tied plastic bag before disposal in the large garbage cans located by the laundry room on each floor. Please keep the lids to the garbage cans secured to keep garbage odors from

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getting into the hallways. Also, keep the doorstops to the doors up so that these
doors remain closed after you are through bringing in your loads of garbage. Staff
of The Hampton will empty these large Garbage cans once each day, seven days
per week. For assistance with disposal of large items, please call the Director of
Housekeeping.

In no case should any non-biodegradable items be disposed of in the toilets or
sinks. Some of the non-biodegradable items that have contributed to previous
building drainage problems include Kleenex tissues, paper towels, adult
incontinence supplies such as Depends, and medical supplies such as rubber
gloves.

**VALET SERVICES**

Valet parking services are provided for residents and their guests. See the
description of this service in the following section "Using Public Areas of The
Hampton" in the paragraphs on "Parking."

**VENDING/SNACK MACHINES**

Located on the second floor across from the Multipurpose Room The Hampton has
vending/snack machines. You may purchase soft drinks from our soda machine,
candy, chips, cookies, popcorn, etc. from our snack machine.
USING PUBLIC AREAS OF THE HAMPTON

DRESS CODE

The Resident’s Council has established a Dress Code to give dress guidance to residents and their guests. Residents and their guests are to dress with dignity in acceptable and tasteful clothes when going outside of their apartment at The Hampton.

LOUNGES, CORRIDORS, LAUNDRY AREA, ACTIVITY AREAS, BEAUTY SHOP, LIBRARY, MAIL BOXES, SERVICE ELEVATOR FOR TO GO FOOD ORDERS

Dress attire for the lounges, corridors, laundry areas, activity areas, beauty shop, service elevators for To Go food orders, and the library is to be casual attire. Casual attire can include patio dresses, split skirts, and walking shorts that extend to the knee, but excludes pool attire, robes, sleepwear, housecoats and slippers. Shoes should be worn in these areas.

POOL AREA

Attire walking to and from the pool area includes cover-ups and shoes. Pool cover-ups are not appropriate in the dining room at any time.

DINING ROOM – BREAKFAST

For breakfast, the Dress Code is casual attire such as patio dresses, split skirts and walking shorts that extend to the knee. Clothing such as pool attire, robes, sleepwear, housecoats and slippers are not considered to be appropriate. Caps, hats, bibs, or napkins worn like a bib are not allowed in the Hampton dining room.

DINING ROOM – LUNCH - Monday to Saturday

For lunch on Monday to Saturday, nice casual attire is appropriate. This includes dresses, skirts, slacks, shorts that extend to the knee, blouses, shirts, tunics, and sweaters. Caps, hats, bibs, or napkins worn like a bib are not allowed in the Hampton dining room.

DINING ROOM - DINNER – Monday to Thursday, Saturday and Sunday Evening

For Dinner on Monday to Thursday, Saturday and Sunday evenings, nice casual attire is appropriate. This includes dresses, skirts, slacks, blouses, shirts, tunics, and sweaters. Shoes can be dress shoes, loafers, flats, or dressy sandals. Not appropriate are shorts, sport shoes, canvas, tennis, running or athletic shoes. Caps, hats, bibs, or napkins worn like a bib are not allowed in the Hampton dining room.
DINING ROOM – DINNERS Friday & SUNDAY BRUNCH

For dinner on Friday evening and for Sunday Brunch, *dressy attire* is required for men, women, and all guests. This includes dresses, suits, and dress shoes for men and women. Women may also wear dressy pantsuits, dress pants with accompanying blouses, jackets, or dressy sweaters. Men must wear suits or sport coats with slacks. The men’s jackets are to be worn throughout the meal and are not to be hung over the backs of chairs. Caps, hats, bibs, or napkins worn like a bib are not allowed in the Hampton dining room.

GUESTS

It is the resident’s responsibility to be sure all guests follow The Hampton dress code, recognizing the modesty standards preferred by our residents as compared to the less modest styles adopted by many today. All visiting children and teenagers should be dressed very nicely for meals. For dinner Friday and Sunday Brunch, coats or jackets are required for boys over the age of twelve and for all men. If your male guest arrives without a sports coat, The Hampton has several jackets that might be borrowed for that meal.

ENFORCEMENT

Dress Code violations that occur in the Dining Room should be reported to the Food Services Director or Dining Room Manager, who will enforce the dress code without creating an embarrassing scene in the dining room. Dress Code violations in other parts of The Hampton should be reported to the Executive Director, who will enforce the Dress Code in those areas. As stated in each resident’s lease, repeated violations of the Resident Handbook, including the Dress Code, may lead to Hampton management having to ask a resident to move-out.

MEDICAL EXCEPTIONS

If a resident is unable to adhere to the Dress Code due to a medical condition, they must submit to the Executive Director a written statement from their physician that documents the medical condition along with the exception to the Dress Code that is required. The Executive Director must then decide and inform that resident if the requested exception to the Dress Code will be granted.

SUMMARY

Inappropriate dress by our residents or their guests in the Dining Room or common areas might cause distress to some residents. When each individual realizes their responsibility in the way they present themselves, they will enjoy the fine atmosphere the residents’ desire, and all can remain proud of their home at The Hampton.
ELEVATORS

There are three elevators in the main lobby that give access to all 16 floors of the Hampton’s tower building. There is a freight elevator that can be found in the kitchen service area that is used during resident move-ins and by Hampton and private duty companion staff that gives access to every floor in the Trash/Utility/Service room. There is also an elevator in the entry room from the Parking Garage intended for use by guests of residents who live in Assisted Living on the third floor. There are also two elevators that service the 3-story Assisted Living/Health Center building.

The elevators have been installed with many safety devices to ensure their dependability and are regularly inspected and certified to maintain compliance with City of Houston regulations. However, in the unlikely event of an elevator malfunction, a communication system is located on the lower part of the right control panel. It can be activated with a button that is labeled with the image of a phone, and will connect you with the front desk. You do not have to pick up anything to talk or be heard with this communication system.

Occasionally, an elevator will be reserved for assisting with a resident's move–in or move-out, so we appreciate your understanding during the slight inconveniences you will experience during these times.

In the event of a fire alarm or actual fire, please do not attempt to use the elevators. If you are not able to evacuate yourself down the stairwells in the event of a fire, Houston fire department personnel recommend that you should not leave your apartment (see section on Fire Safety) and you should wait on someone with the Fire Department who will come to your apartment to give you information or to help you down the stairs if evacuation is required.

If there is a power failure or other elevator malfunction while you are in an elevator and it stops between floors, wait for assistance. Do not attempt to crawl out of an elevator that is between floors. Wait on trained personnel to disengage the elevator so that it cannot move while they try to assist you in exiting the elevator.

EXERCISE ROOM

Exercise equipment is available for your use, at your own risk, in the exercise room on the second floor across from the Elevators. It is suggested that you have another adult with you when you use this equipment. This room is equipped with a treadmill, stationary bikes, and other equipment considered appropriate for older adults. Any use of this equipment by your guests is at your own risk and should be supervised by you at all times. We request that resident's guests who are children under the age of 15 not be allowed to use this equipment. A television is available.
for your viewing while you exercise, if so desired.

Note that other regular exercise related activities take place in the multi-purpose room and in the swimming pool. There are also a number of residents who frequently go walking in the near-by park areas, or in the Galleria. Consult your monthly Schedule of Activities for specific dates and times for planned exercise events.

GUEST ROOMS

Depending on availability and for the convenience of your guests, we have two furnished guest rooms. Reservations should be made as far in advance as possible with the Front Desk Supervisor during normal business hours. To confirm the reservation, a Guest Room reservation form must be filled out by the Front Desk Supervisor and signed by the resident. All reservations will be made on a first-come, first-served basis. A daily rate is assessed to the resident's account for the guest room and for any lunches and dinners in the dining room. Breakfast in the dining room for up to two guests is included in the price for the Guest Room. Breakfast is not offered on Sunday morning and Sunday Brunch is not included in the price of the Guest Room. See the Supplemental Service Charges list for the current charges.

Guests should plan to vacate the room by 11:00 a.m. on the morning they leave, notifying the Front Desk Supervisor or Security, so the housekeeper can prepare the room for the next guest. One (1) week is the maximum continuous stay for guests, unless prior approval is obtained from management. If a guest checks out later than 11:00 a.m., he / she will be charged for an additional day. Rooms for Incoming Guests should be available for check-in by 3:00 p.m. Actual check-in and checkout of the Guest Rooms can be arranged with the Front Desk Receptionist or with Security. There will be a $10.00 charge to the responsible resident's account for any guest room key that is not returned to the front desk at the time of checkout.

Phones in the Guest Rooms are a part of the internal Hampton phone system and have their own extension number. Thus, you can reach your guests by dialing the main Hampton phone number, 713-993-9999, and asking to be transferred to your guest's room number. For your convenience you may also use our direct dial numbers to speak to guests in our two guest rooms: guest room 610 - 713-830-5038; and for guest room 612 – 713-830-5039. Guests may also use these phones to place local calls to your Apartment or other local numbers. It is not possible to dial long distance calls from these rooms, unless a toll-free number is dialed.

The temperature and fan speed controls for both Guest Rooms are located in Guest Room 612. If your guests are in room 610, they should inform the front desk by dialing extension “231” or “0” if adjustments are needed in their room's
temperature. If it is a reasonable time when the request is made, a staff member or security guard will request that the occupant of room 612 adjust the temperature as needed.

Guest Room 610 is equipped with two single beds and guest room 612 is equipped with two double beds. A single roll-away bed is also available upon request. If both rooms are reserved for one family group, there is a pass-through door that can be opened to join the rooms together. Each room has a bathroom with a shower and bath. All needed sheets, pillows, bedding, towels, and soap are available in each room. For help in transporting large amounts of luggage to and from the Guest Rooms, or any other part of the building, ask the front desk on the first floor if the luggage dolly is available for your use.

A continental breakfast is available at no charge for guest room occupants Monday-Saturday (no Sunday Brunch) that is served in the first floor dining room from 7:00 a.m. to 9:00 a.m.

Fees for using a Guest Room will be billed on the responsible resident's normal monthly billing statement.

**LEISURE AREAS**

Residents have free access to all common areas of the community. This is your home and we would like you to enjoy these rooms and areas for your daily use, exercise and relaxation.

Complimentary coffee is available each day on the second floor just outside the pub, for consumption in this second floor lounge area. Residents or their companions are not allowed to fill-up other containers with coffee to take back to a resident's apartment. Daily newspapers are also available in this area for your use. We request your cooperation in leaving all sections of these papers in this area for all residents to enjoy. Residents or their guests are not allowed to sleep in the common areas of The Hampton at any time.

When these areas are not scheduled for use in Hampton sponsored activities, they may be reserved for private gatherings at no charge. For instance, the multipurpose room, the Card Room, and the library are often reserved for special functions. Contact the Activities Manager at least 30-days in advance to reserve these rooms for your special events.

**LIBRARY**

The community has a Library available for your use located on the first floor just off the main lobby overlooking the swimming pool. The library doors are never locked so you have access to this resource whenever the room is not reserved for
private gatherings or administrative meetings.

The library includes a daily newspaper, current magazines, and a wide variety of books. Any magazines, printed books, audio books, or videotapes that you wish to donate are welcome and appreciated and should be given to the Activities Manager on the second floor. You are free to borrow books from the Library for your reading pleasure. Please bring these back to the library after your use so that all residents can enjoy this collection.

New volunteers are welcome to help coordinate the Library operation, although this is not a formal committee. Please contact the Activity Director if you are interested in helping with the organization and administration of the library.

LOUNGE / PUB

Twice each week, The Hampton sponsors a Happy Hour on the second floor to encourage socialization between friends, neighbors, family, and guests. These special days are usually on Tuesday and Friday with beverages and snacks provided. Entertainment is provided for some of these special Hampton-sponsored gatherings. We encourage participation of all residents in sponsored "Happy Hours," whether you consume alcohol or not, since alternate beverages are available, the entertainment is good and the conversation is lively. A small charge will be billed to residents for each guest that accompanies them to Happy Hour if more than the two drinks available to the resident are requested. There is a limit of two alcoholic drinks for each participant.

PARKING

A valet parking service is available for all residents and their guests and we encourage the use of this service for your convenience and safety. Residents must be present at the front desk to request their car. No car will be retrieved if a resident calls on the phone to request this. A parking space will be assigned to those residents who maintain an automobile and can use this vehicle themselves. Residents may drive into and out of the parking garage themselves, if preferred, as long as the 5 miles per hour speed limit is followed. One parking space per resident can be assigned. We request that you and your guests do not park in specially designated spaces, such as the guest spaces in the Parking Garage marked for Handicapped Parking. Due to City of Houston Fire Code regulations, it is also vital that you and your guests not leave your car parked in the front of the building since the entire front driveway is a fire lane. For those guests that do not want valets to park their car, we have assigned 7 parking spaces on the entry level of the garage that are reserved for 30-minute visits. For longer visits, the roof level parking should be used by the guest.

For guests who use the Valet Service, a parking claim ticket will be given to guests
for use in requesting that their vehicle be retrieved when they are ready to leave. As with residents, no tipping of valets or other employees is allowed by guests.

Residents should not allow their vehicles to be repaired or have the oil changed on Hampton property. All vehicles must be insured by residents at least up to the state minimum amounts. The Hampton is not responsible for the loss, theft, or damages to any resident vehicles. The parking garage is equipped with special gates that are locked at night to help prevent any incidents from occurring.

Residents are encouraged to keep their vehicles locked at all times while they are parked. Locking your vehicle is a part of the service provided by Hampton Valets when they park your car for you.

Employees you hire or who are hired by the Hampton are required to park on the roof of the Parking Garage, unless specifically authorized by the Executive Director to park on another level. Parking spaces cannot be assigned or reserved for family, guests or private employees. A parking fee is charged for residents that hire private companions if they drive to work.

The sliding door entrance into the building from the Parking Garage is intended for use only by Associates of the Hampton. The elevator by this entrance only gives access to Assisted Living. All guests and staff are to use the main entrance at the front of The Hampton.

SMOKING

Smoking is allowed in all residents' apartments, as controlled by them, but is not allowed in any common spaces inside the community. Residents may smoke only in designated smoking areas of The Hampton as long as common courtesy is shown for nonsmokers in the immediate area. Smokers must follow common safety practices, such as not smoking in bed, and must properly extinguish and dispose of smoking materials. Cigarette butts must never be thrown from your balcony. When outside of The Hampton somewhere on the grounds, proper disposition of smoking materials does not include throwing these on the ground.

Smoking is not allowed in the elevators, lobby, hallways, laundry room, common lounges, library, public rest rooms, arts and craft rooms, exercise room, the dining room, or other common areas of the building.

Burns in a resident’s carpet from cigarette ashes are evidence of a resident’s inability to maintain safety in managing their smoking and could be grounds for requiring a resident to move to a more protected environment.

SWIMMING POOL
An outdoor heated swimming pool and whirlpool are available for your use between 7:00 a.m. and 10:00 p.m. seven days per week. Check your calendar for scheduled exercise or activities in the pool for organized swimming programs or come at other times for your own enjoyment of this beautiful pool. Upon request the temperature of the swimming pool can be maintained between 85 - 89 degrees while the whirlpool is kept between 95 - 100 degrees. As no changing rooms are available by the pool, please follow dress guidelines discussed separately in this handbook, to come to the pool with your swimsuit already on, covered with appropriate attire.

No Lifeguard is on duty. You and your guests may use this pool at your own risk. For your own safety, we strongly suggest that you not use the swimming pool or whirlpool unless accompanied by another resident or guest. Your guests who are children must be supervised by an adult at all times that they are in the pool area.

Please observe common safety rules in the pool area, such as:

- no glass is allowed
- no running is allowed
- due to the raised temperatures of the Spa, consult with your doctor before using it and limit the length of continuous usage
- pool floats, etc. may be used when they do not disturb or interfere with others’ use of and enjoyment of the pool
- water shoes are recommended to help prevent your feet from slipping on the bottom of the pool.

**TRASH**

To help everyone enjoy the common areas of our community, we ask that you not drop trash on the grounds, in hallways, etc. See TRASH DISPOSAL section in the RESIDENTIAL SERVICES section of this handbook for information on your apartment garbage disposal.
BUSINESS SERVICES

BANKING

Each Tuesday morning, we have an on-site banking service provided by Prosperity Bank to help with your basic banking needs. This service is provided in the Pub on the second floor. Prosperity Bank will cash checks up to $50 for Hampton residents and employees, whether you have an account with them or not. For bank customers, they will also provide other services such as cashing larger checks, taking deposits, arranging for the acquisition of Certificates of Deposit, etc. There are also several full service banks in the area and names of some of these banks are shown in the phone list in this handbook. As shown on the Activities Calendar, The Hampton also furnishes transportation for residents each week to local banks. Check with the Front Desk for a list of these local banks.

BUSINESS OFFICE

The Director of Financial Services and their Assistants are located in the Business Office that is on the north side of the first floor Administrative hallway that leads to the Parking Garage. While other meeting times can be arranged, the best hours for calling or stopping by with questions are Monday to Friday between 9:00 a.m. to 11:00 a.m. and 2:00 p.m. to 4:00 p.m. Whatever your question is or your idea for improvement, we encourage you to call 713-993-9999 or stop by so that you will understand and feel comfortable with The Hampton business services.

CHECK CASHING

Arrangements for check cashing services can be made on-site at The Hampton with the service provided by Prosperity Bank as described in the BANKING section above.

CONFIDENTIALITY

We have a policy of keeping all information you give us confidential. This is for your protection and may help you to feel more comfortable in approaching us with personal concerns.

COPIES

If you need limited paper copies of documents, these can be made by the Front Desk Supervisor or Front Desk Receptionists at a cost of $0.10 each. However, we request that you use an outside copying vendor, such as Kinko's (at 5616 Westheimer, 713-963-9899), for large copying jobs. Please do not attempt to use
the copier without a staff member's assistance.

**INTRA–COMMUNITY MOVES**

If you wish to move from one apartment to another within the Retirement Center Community, a transfer fee will be assessed. See the Supplemental Charges list for the transfer fee amount. Any such transfers must be approved in advance by the Executive Director. Notify the Marketing Department of your interest in transferring so that your preference can be matched to units that become available. At least thirty (30) days prior notice is required for any requests for internal transfers to allow time for planning for such a transfer by management. As needed, your request for an in-house transfer will be added to a waiting list for the unit wanted. There is no charge to place your name on a wait list for a desired unit. A transfer fee also applies for residents on the third floor who are approved for a transfer to an Independent Living apartment. The monthly rent for the apartment transferred into will be set based on the selling (market) rate in effect at the time of the transfer. The transfer date establishes a new anniversary date for future rent increases. Upon notification of the availability of the desired apartment, the resident desiring transfer must reach their decision within twenty-four (24) hours and make the move within fifteen (15) days. The moving arrangements and expenses are the responsibility of the resident but must be coordinated through the Marketing department to ensure that there are no conflicts with other scheduled moves that will also require the use of the freight elevator. As appropriate, an addendum to the lease agreement will be drawn up to recognize the change in the unit number, rent and security deposit amounts.

**LEASE AND RESIDENCY AGREEMENT**

While every effort has been made to be consistent in this Resident Handbook with the terms in the Lease and Residency Agreement executed with you, if there is any contradiction, the terms of the executed agreement will take precedence over this handbook.

**MONTHLY BILLING/PAYMENTS**

You will be billed around the 25th of each month in advance for the next month's residency fees. Any additional charges incurred during the previous month, such as guest meals, guest rooms, etc., will be billed on the following month's statement. The cutoff for the billing cycle for any additional charges is the 23rd of each month. Thus, for example, if you have guests for dinner on October 28th, you will not be billed for these meals until your December 1st statement.

If questions arise concerning these bills, please contact the Business Office on the first floor or call 713-830-5067.
Payments for all billed amounts are due immediately upon receipt of the statement but must be received by the 10th to avoid interest charges. If you want to dispute a charge on your monthly statement, it is never appropriate to deduct the amount from your check. Please discuss the disputed amount and sort this out with the Business Office so that the payment is not delayed. Checks should be made payable to The Hampton. Payments should be given to either the Business Office, or if you are away from the community, can be mailed to:

The Hampton at Post Oak  
Attn: Business Office  
2929 Post Oak Blvd.  
Houston, TX  77056

If the Business Office is closed, there is a slot in the door to a secure metal locked box where payments can be placed. The Business Office checks this box several times each day.

MOVE–IN PROCEDURES, COUNSELING, AND ORIENTATION

Within approximately two to four weeks before your tentative move–in, a meeting will be scheduled for you with the Executive Director for final approval of your residency at The Hampton. During this meeting, you will informally get to know the Executive Director and you will review your completed application for residency and the medical information provided by your physician. If you satisfy the requirements for tenancy, defined separately in this handbook, you will be asked to complete various paperwork, including the signing of your lease, and you will give The Hampton a check for the balance of your Community Fee and the first month’s rent.

For your convenience, your approved move–in date and time will be scheduled to ensure that there are no conflicts with other scheduled moves and to ensure that the appropriate staff will be available to help you. Since there is a single freight elevator and a delivery dock in the rear of the building only wide enough for one delivery vehicle at a time, this scheduling is necessary to allow for a smooth move-in process. Under normal circumstances, move-ins are not scheduled for Saturday and/or Sunday.

If you want to begin moving in belongings or want to begin redecorating or physically altering the apartment before the date originally agreed upon, the effective date of the lease will be changed so that the responsibility for rent commences on this earlier date. Within the first few days after you move-in, the Hampton’s Move-In Coordinator and a resident from the Orientation Committee will visit you in your apartment.

Within the first several weeks after your arrival in your new home, other Hampton
staff will visit you in your apartment to answer questions and to provide you with information about living in the community.

A regularly scheduled reception, planned exclusively for the new residents, offers further orientation to the community and facilitates meeting the key staff members along with other new residents.

**MOVE–OUT PROCEDURES**

See the specific requirements in your lease agreement related to your notice of your intention to move out. In general, 60 days' prior written notification of lease termination by the resident to The Hampton's Business Office is required. Rent must be paid through the required notice period.

In the same way that scheduling of move-ins is needed due to a limitation of one freight elevator and a single driveway for the delivery dock, scheduling of move-outs is also required. Please contact the Marketing Office to schedule your move-out.

With as much advance notice as possible before the actual day of move–out, the resident should schedule a meeting with the Business Office for the transfer of keys and to discuss the final billing and any questions you may have. This meeting must take place during normal business hours, Monday - Friday. **No move-outs may be completed on weekends or holidays.** In the event that a resident dies, access to the apartment will be limited to those individuals designated by the resident in either The Hampton Access Approval forms or in the resident's estate, to protect the resident's personal belongings.

If a resident's belongings are not moved out of the apartment according to an agreed upon schedule, management of The Hampton has the right to enter the apartment and remove the resident's furnishings. Any costs incurred in moving, storing, or disposing of these belongings are the responsibility of the resident.

After the resident's furnishings have been removed, a final inspection of the apartment will be conducted. **The resident or their representative should inform the Director of Building Services if they want to be present during this final inspection.** All damages that are beyond normal wear and tear will be noted. Also to be noted will be any modifications to the apartment made by the resident where agreement was reached that the unit would be returned to its original condition.

The amount of damages will be calculated as the reasonable cost of repair or the cost of replacing the damaged item, considering the age and condition of the item being replaced. Damages will be billed to the resident's account. Also to be added to the account will be the cost of replacing any lost keys or other similar items. Any excess charges above the amount of the security deposit will be billed to the
Your Telephone and Cable TV (extra services only) accounts should be closed by the resident. The U.S. Postal Service should be informed of your forwarding address, even if the move is internal within The Hampton community. Others that send you mail or make deliveries to you, such as magazines and newspapers, should also be informed of your new address.

Some residents who have moved out in the past have still elected to make a smaller pro-rated contribution to the annual Employee Appreciation Fund, and the Resident’s Council has asked that this reminder be included in correspondence with residents that are moving out.

**NOTARY PUBLIC**

For your convenience, a notary public will be available on the community staff. This service is provided to you at a nominal cost during regular Monday to Friday office hours of 8:00 a.m. to 5:00 p.m. It is recommended that you call the Executive Director's Administrative Assistant at 713-830-5013 to verify that their schedule is OK before coming to the office for this service. See the Supplemental Service Charges list for this charge.
COMMUNITY ORGANIZATION

COMMUNICATIONS

Our community is based on open communication. We have provided many ways for residents to communicate — both with the administration and with each other — so that events, facilities, and services meet our residents' expectations.

The following methods of communication are just some of the networks we make available so you can become an active community participant.

1. Newsletter: "The Hampton Herald" is published monthly and is distributed to you.

2. Suggestion Box: Located in the mailbox area. Suggestions, preferable in writing, can also be given to your Resident's Council Floor Representative, a Resident's Council committee member, or a staff member of The Hampton.

3. Department Director Availability: All department directors are readily accessible and available for appointments to address concerns, or to hear complaints or ideas on ways to improve in their areas of responsibility.

4. Executive Director: Always available for appointments upon request, or whenever needed if available.

5. Resident Association: Meets monthly on the first Tuesday and includes several functioning committees. Forms are distributed to every resident before each Resident Association meeting so that input can be given in writing to each floor's elected representative.

6. Food Services Committee: Meets monthly to address any concerns brought up with the Director by a resident or to review concerns given in writing by a resident to a committee member. This committee also gives input to the food selected for each menu cycle.

7. Other Committees: Activities, Orientation Committee, By-Laws, and others as appropriate. Annually, residents are encouraged to volunteer for various community roles, including committees.

8. All Resident Meeting: A general Independent Living resident meeting is held monthly on approximately the second Thursday of each month at 7:00 p.m. in the second floor Multi-Purpose Room. During this meeting, residents will hear reports from the Resident Council, other resident
committees, the Executive Director and other Department Directors as appropriate, and will be given a chance to ask questions during open-floor discussion.

COMPLAINTS

The Hampton wants to hear your concerns you because it is only with our dialogue about such issues that these can be resolved. You have several ways to let us know about your complaints:

- You can use the Work Order system (at the Front Desk) to inform the Maintenance or Housekeeping departments of specific needs in these areas.
- You may address the issue directly with the department manager who is responsible for the area of concern.
- You may address the issue directly with the Executive Director if the appropriate department director is not available or if the concern has not been addressed to your satisfaction.
- You may leave a note in the first floor Suggestion Box for general items.
- You may also inform a member of the Resident Council or one of the committees to know of your concerns. They in turn will inform management of your concern.

However you choose to inform us, we look forward to helping The Hampton continue to improve by hearing from you!

EMPLOYEE RELATIONS

We always expect community associates to be courteous and helpful. If this is not the case, please direct any concerns about associate conduct to the Director in charge of the department or the Executive Director. Also, please relate to community associates with common personal courtesy, allowing The Hampton management to address the associate’s performance concerns for you.

To achieve an equitable arrangement with all community staff, we have adopted a "no tipping" policy. Neither monetary nor non–monetary gifts are allowed. This policy does not allow taking an employee to dinner, gifts given to the employee at special holidays or events (i.e., births, weddings, etc.), or allowing the employee to use resident assets (i.e., car or vacation home). It is also prohibited for you to sell furniture or other assets to a Hampton associate. Because there are many employees that you do not see, to give tips would be inequitable and detrimental to the morale of the staff. Please be advised that a Hampton staff member is subject to immediate dismissal if they are found to be taking tips or gifts from any resident. Please do not put the staff in jeopardy of their job!

There is an "Employee Appreciation Fund," sponsored by the Resident Association, to which residents and their family members may contribute throughout the year. Special provisions will be made during the fall holidays and
all Hampton employees other than department directors, including those you rarely see, will share in this special gift. All monies and checks made payable to "Employee Appreciation Fund" are collected and distributed by the Business Office for and with the approval of the Resident Association. Donations to this fund are deposited in a bank account that was created by the Resident Association especially for this purpose. The Chairperson of the Resident Association is the authorized signer for this account. The fund is distributed in equal share amounts, based on number of months employed during the year and on the employee's Part-time or Full-time status. The allocation of funds also reflects the amount donated from various parts of the community. The allocation does not consider salary level of the employee, so the lowest and highest paid employees can receive the same amount. The Executive Director and Department Heads do not participate in this fund. The distribution of checks to staff members will generally take place at a late fall holiday party hosted by the residents for staff members.

Written or verbal compliments to staff when they do a good job are most appreciated. Written compliments may be given directly to the employee or may be deposited in the Suggestion Box in the mailbox area, or left at the Front Desk addressed to the Executive Director, who will ensure that they are presented to the employee.

It is also a community policy that residents may not hire an employee of The Hampton for individual tasks or duties during the employee's off hours as the potential for Department of Labor Wage and Hour regulation conflicts exists. In addition, The Hampton residents may not hire former employees for a period of 90 days after the individual voluntarily leaves the employment of The Hampton.

ENTRY TO YOUR APARTMENT BY OUR STAFF

If you have authorized such access, or in the event of an emergency, whenever a Hampton staff member enters your apartment when you are not there, a written confirmation of this entry, signed by the employee, will be left for you. This form will indicate the nature of the work done by the employee, or the reason for the entry.

FRONT DESK

The Front Desk greets all who come to The Hampton and forms the first impressions of The Hampton for arriving guests. The volume of activity at the desk requires that residents not stand and chat with front desk staff. Located in the main first floor lobby, the primary functions of the staff are as follows:

1. To receive incoming phone calls and to help ensure that every resident’s guest or Hampton visitor sign-in and sign-out at the front desk.
2. To schedule reservations for guest rooms and transportation.

3. To receive requests for maintenance and housekeeping Work Orders.

4. To serve as a backup for valets and the driver as needed.

5. To obtain information from residents regarding overnight or extended absences (Meal Credit applications are available here).

6. To provide general information on The Hampton.

You can call the Front Desk by dialing the main Hampton number, 713-993-9999.

If your question or concern cannot be adequately addressed by the Front Desk, you will be directed to the staff person best able to assist.

HIRING CURRENT OR FORMER HAMPTON EMPLOYEES (See Employee Relations)

HIRING RESIDENTS OR RELATIVES OF THE HAMPTON RESIDENTS

While we encourage the involvement of your relatives in our community, the hiring of residents or resident relatives by The Hampton in any capacity is not allowed. If you become a resident after one of your relatives was already employed by The Hampton, this will not affect their employment status.

MEETINGS WITH STAFF MEMBERS

When you have any need that you want to address in person with the Executive Director or any other management staff members, it is requested that you call to schedule an appointment time that is convenient for you and the staff member, whenever this is possible. This will help us to ensure the smoothest operation of our community and will help you have the undivided attention of the staff member when the meeting can be prearranged.

NEWSLETTER (See Communications)

REGULATORY COMPLIANCE

The Hampton maintains compliance with all local, state, and federal regulations that impact the operation of this community. Whether it is the kitchen, community eligibility and accessibility, employment issues, or resident safety, we have laws that give us guidance in protecting you and your rights, our staff, and others who provide services to us. If you have questions on how we interpret or comply with any laws or regulations that concern or interest you, please contact a management...
representative so we can discuss this.

**RESIDENT PHONE LIST**

The Administrative Offices issue updates to the Resident's Phone List, approximately once per quarter. These will be distributed through your Hampton internal mailbox.

**RESIDENT RELATIONS**

Residents are expected to interact with other residents and employees in a courteous and respectful fashion. As in all Independent Living settings, our residents are encouraged to foster a spirit of cooperation and acceptance with other residents and to act sensitively and responsibly over any concerns with another resident that might arise. Repeated incidents of improper behavior, either toward other residents or employees, can result in eviction from The Hampton.

**SERVICE EVALUATION**

On an annual basis, Brookdale Senior Living, owners of The Hampton, will send you a survey form that is very important to The Hampton community operations. You will return the survey directly to the Brookdale Senior Living operating offices in Tennessee so the confidentiality of your responses can be maintained if you want this.

This survey is designed to give the staff of The Hampton individual department satisfaction levels as well as overall assessments of the operations. Action Plans and formal follow-up on any areas of resident concern are required by Brookdale of the local managers, so the input of all residents is vital to ensure that staff members are working on things that really reflect the broad consensus of community residents. If you have any questions about this survey process, feel free to ask the Executive Director for more information.

**SOLICITATION**

No solicitation is allowed by residents, guests, employees, or visitors at The Hampton, unless a resident has specifically invited someone to make a sales call on them. If a resident does request a sales person to visit them, they should notify the front desk of the day and time of the expected visit before the time the visitor is expected.

**SPECIALIZED MEDICAL EQUIPMENT**

You must have prior approval from the Executive Director to use specialized medical equipment in your apartment. Specialized medical equipment includes,
but is not limited to, oxygen supplies and other respiratory equipment. No portable medical equipment is allowed in the common areas of the retirement community, unless specific written authorization from the Executive Director has been obtained in advance.

In the event that the use of oxygen is approved for use in the resident's apartment, we encourage the resident to post a small sign on the apartment door that informs others that oxygen is in use and that smoking is not permitted. Residents who use an oxygen concentrator should be aware that the electricity supply in their apartment is not tied into the building’s Emergency Electricity Generator, and therefore, an appropriate back-up supply of properly stored oxygen tanks is suggested.

SUGGESTION BOX

For your convenience, a suggestion box is located in the mailbox area across from the Internal Mailboxes. Please feel free to express your concerns and recommendations. Your comments are always welcome. The Executive Director or other appropriate person or group will give each suggestion careful consideration and will respond as appropriate. Please include your name on the suggestion to assist us in responding to you.

The Suggestion Box is checked periodically to remove and appropriately distribute any contents.

TIPPING OF EMPLOYEES (See Employee Relations)

WALKERS AND CANES

Apartment Residents may use assistive devices such as walkers and canes to give them added security when walking in the community. Walkers left unattended, such as when a resident is in the dining room, should not be left where they create an obstruction to others. To prevent obstructions, dining room staff will move assistive devices while you are in the dining room and will bring these to you when you are ready to leave the dining room. Those in wheelchairs are requested to transfer to a normal dining room chair, but if they are not able to do this are required to sit in specified seating locations that will limit the obstruction to others in the dining room.

WEEKEND STAFF COVERAGE

A number of staff members have weekend work assignments. In addition, the Executive Director and Department Directors are on call as needed. The Hampton also has a "Manager on Duty" program where one department supervisor is on duty each Saturday, Sunday and holiday. That staff person will be on-site for several
hours during their assigned day and will be contacted at home in case of an emergency.

**WHEELCHAIRS AND ELECTRIC SCOOTERS**

For emergency use, The Hampton maintains several wheelchairs near the first floor Front Desk area. Residents who require the routine use of wheelchairs or other durable medical equipment are required to purchase or lease this equipment for their private use.

The use of automatic wheelchairs, electric scooters, or similar assistive equipment requires the prior notification and approval of the Executive Director and the adherence to separate community policies that clarify responsibilities for the use of such equipment to protect the property and safety of others in the community. It is vital that such equipment not be left unattended in any common area of the community that might obstruct the passage of others, thus presenting a danger to them in case of an emergency.

The Hampton will require certification from the resident's physician that the use of an automated assistive device is medically necessary for the resident to be able to enjoy amenities of the community. Operators of electric scooters must operate this equipment so that the safety of other residents is not threatened. This will be judged by keeping the speed slow, by going around corners very cautiously, and by displaying good driving control over the assistive device. If you are considering the purchase of such a vehicle, please request the written, defined policy and requirements for liability insurance verification, periodic mechanical inspection of the device, and vehicle-driving test. These must be completed before use of any vehicle within the Community areas.

Residents who are able to do so are asked to transfer from the assistive device to a regular chair in the dining room to avoid congestion for service or restriction of pedestrian traffic in the dining room and the assistive device should be parked outside the dining room. To balance the safety needs of all residents who use the first floor dining room, there are restrictions on the seating locations where residents who are unable to transfer from their wheelchair must sit to avoid creating obstructions that might block a walkway for ambulatory residents.

If a resident's use of the device becomes hazardous to the resident, to other residents, or to the property, the Executive Director may suspend a resident's right to drive such a device as they determine to be necessary.
HEALTH SERVICES

ADVANCE DIRECTIVES

No one is required to have executed documents that are referred to as “advance directives”. Furthermore, healthcare providers are required to take a neutral position regarding their merit. If you are interested in having advance directives for yourself, it may be useful to consult with your physician and a health care attorney to help ensure that your concerns are adequately addressed. For further information, or to inform us if you have executed a Living Will or Durable Power of Attorney for Health Care, please contact the Executive Director or the Director of Financial Services.

Advance directives are documents that allow an adult to convey health care instructions in the event the person subsequently loses the ability to make or communicate decisions. Two common types of advance directives are a Living Will and a Durable Power of Attorney for Health Care.

A Living Will expresses health care preferences should an individual ever suffer from a terminal condition and be unable to indicate those preferences for himself. Before a living will goes into effect, not only must the attending physician document both the terminal diagnosis and the patient's inability to make his own decisions, but a second physician must make an independent assessment of the patient and must concur on both the terminal condition and the decisional incapacity. Living wills are used most often to indicate preferences about life sustaining treatment when death is imminent.

A Durable Power of Attorney for Health Care is a document in which a person names another individual to make his health care decisions for him, should he ever become incapable of making them himself. Like the living will, the durable power of attorney cannot be invoked unless the patient's attending physician, as well as a second physician, documents the patient's decisional incapacity.

The purpose of advance directives is to ensure a person's right to make his own decisions regarding his health care options. For example, even after all the requirements have been met to activate a living will, if the patient regains decisional capacity, even temporarily, his wishes take precedence over any previously executed advance directive.

As the 1990 Patient Self-Determination Act makes clear, in the event of an individual's mental incapacitation, his physicians and family are not to make the decision they consider best for the patient, but rather to determine what the patient’s own preferences would be, and to act accordingly.
ASSISTED LIVING

The Hampton has 39 Assisted Living apartments that are licensed by the State of Texas under the Personal Care regulations. This housing option offers Assisted Living residents help with Activities of Daily Living, such as medication management and three meals per day, while maintaining as much resident independence and privacy as possible. The Assisted Living operations on the third floor are not licensed to provide skilled nursing services. For complete information on the services available in Assisted Living or for Admissions information, contact the Director of Assisted Living, the Marketing Director, the Health Center Administrator, or the Executive Director. Independent Living residents of The Hampton who want these personal care services will be given priority to the available apartments in Assisted Living.

Please be aware that there is always a waiting list for Assisted Living Units. We encourage you to get on the Waiting List when you feel you may in the near future require some additional assistance with your daily activities. You may always turn down a transfer to Assisted Living, if you are not ready, but you will retain your place on the waiting list.

EMERGENCY MEDICAL ALERT SYSTEM AND PROCEDURES

All resident apartments are equipped with an emergency medical alert system that was installed for the purpose of summoning help in an emergency. In addition, there are emergency pull cords located throughout the common areas of the building in the event you require assistance when you are not in your apartment. Your emergency call system is a device that reports alarms at the front desk. We have employees available at the front desk 24-hours a day as a part of our building security. Use of this system for ongoing chronic conditions is not considered appropriate and cannot replace the use of companions or live-in attendants when these are needed to maintain the resident's continued independence.

We ask that by 10:00 a.m. each morning that you push the communication button labeled "Check In" on your bedroom Emergency Call system panel to signal to the Front Desk that you are well. In the event that you do not activate the system in the morning by 10:00 a.m., a front desk staff person will verify that you are not on the out-of-town list and if not, will call your phone number to verify that you are ok. If you do not answer your phone, a staff member will obtain a key to your apartment from the locked cabinet located at the Front Desk and will immediately come to your apartment to check on you. The procedures are established in this way so that if you have fallen or have had some other emergency that prevents you from pulling the emergency cord, someone will come and help you within 24 hours. Your assistance in responding by 10:00 a.m. every morning is vital!
Apartments have emergency call system panels in the bathroom and bedroom.

**Procedures for use:**

1. To signal an emergency using your emergency call system, pull the Help Needed cord located on your wall-mounted emergency call unit. Hampton Nursing personnel will respond as quickly as possible.

2. Hampton Nursing staff members will assess your situation and make appropriate contacts (i.e., doctor, family, ambulance, etc.). They may also refer to the Emergency Information card completed and kept at the front desk with information you supplied. See item 7. below.

3. If the nurse on duty feels that a paramedic and ambulance are needed, the nurse will summon them and will inform the front desk personnel that an ambulance is on the way.

4. In emergencies, the nurse will communicate with your personal physician and family, if the information is available on your Emergency Information card.

5. In life-threatening situations, all efforts will be aimed at getting you to the nearest hospital as quickly as possible, where acute medical care is available, while giving you whatever immediate support is possible.

6. Staff of The Hampton will show you how to use the emergency call system shortly after you move in.

7. An Emergency Information card will be completed with information you supply during your move-in to The Hampton. Two copies of the card will be kept at the front desk and one of these will be given to ambulance paramedics, if needed. **As any significant changes occur in the information needed on these cards, please contact the front desk to update your card so that our staff will have the most helpful information available to them in the event that an emergency does occur.** This includes changes in doctors, prescriptions/medications, and/or family members' telephone numbers for emergency notification. **This card also references any special requests about your health care that you might have made, such as that a Directive to Physicians is on file. Keeping the information on your Emergency Information card current could help others save your life someday.**

In the event a paramedic or ambulance is needed, the resident will be responsible for any fees involved. Any questions about your emergency call system can be addressed to the Building Services Director or maintenance staff.
FLU AND OTHER SHOTS

Each year, The Hampton will offer Flu Shots to retirement residents to help prevent or reduce the impact of the flu. The timing for these shots will be well announced and those who sign-up will be given Flu Shots for which there may be a nominal fee. The advanced sign-up is a requirement so the appropriate amount of vaccines can be ordered.

Other shots, such as for TB and Pneumonia, can be given to residents at their cost and with proper notice for obtaining the needed serum, if doctors orders are received.

HEALTH INSURANCE

You will want to consult with your individual insurance company to determine your health insurance coverage and needs. If your insurance company has any questions regarding licensing and/or staffing of our Assisted Living or Healthcare services, please suggest that they call The Hampton Executive Director, Marketing Director or the Director of Nursing for information. The emergency response of Hampton nursing personnel to independent living residents is infrequent in nature and is not billed separately to residents and is not considered an insurance eligible event either. Health services provided in your apartment by independent licensed Home Health Agencies might be reimbursable by Medicare. Ask your favorite agency for more information about this.

HEALTHCARE SERVICES

The Hampton Independent Living Residents receive priority over individuals on the waiting list who live outside of The Hampton for transfer to Assisted Living or Healthcare apartments.

Our Nursing staff is available 24 hours a day to respond to your emergency calls. Such emergency events or conditions include shortness of breath, falling, chest pain or other unexplained serious pain, blood in your urine or stool, extreme body fluid build-up, or extreme diabetic reactions.

If you wish to speak to a nurse with questions or concerns while in your apartment, please call 713-993-9999, identify yourself as a Hampton Independent Living Resident, and ask to speak to the Wellness Nurse. This may include questioning such things as medication changes or upcoming diagnostic tests and procedures.

Residents can receive a variety of nursing services through our Wellness Nurse or other staff as documented in a brochure about the Wellness Program. This might include such things as infrequent vital signs, blood pressure checks, taking your
temperature, temporary administration of medications (release required), and temporary wound dressing changes (release required). Some charges for nursing services may exist - see the Supplemental Service Charges list.

The nursing staff of The Hampton is not able to provide Independent Living residents services such as cutting finger or toenails, removal of wax build-up from ears, cleaning up after incontinent episodes, giving assistance in dressing, bathing, grooming, or eating, personal laundry, delivery of meals, pushing wheelchair residents, or regular assistance to wheelchair residents in transferring. It is also not allowed for Hampton residents to hire any of our nurses in their off hours for private duty nursing services. If you need assistance with any of these types of services contact the Wellness Nurse for a referral.

We are proud of the excellent reputation and services provided at The Hampton and have a dedicated staff that is working to continually improve the quality of care offered. We encourage you to visit Assisted Living and the Healthcare Center to learn more about these important parts of The Hampton community. You are invited to contact the Executive Director, Healthcare Administrator, Director of Nursing, Director of Assisted Living, or Marketing Director for an appointment to tour and learn about Assisted Living and the Healthcare Center.

**HOME HEALTH**

When The Hampton becomes your home, Home Health care brings health services to you in the privacy of your home and helps you remain in familiar surroundings that will maximize your independence. Services that include nursing care, physical therapy, occupational therapy, speech therapy, medical social work, and personal care can be provided to residents in their homes, provided your personal physician grants written orders for specific home health care. Highly trained, skilled professionals can care for you in your home when you are ill or disabled as an alternative to a longer hospital stay. Medicare pays for home health services if the patient meets certain requirements and this eligibility will be determined by the staff of the Home Health agency you select. If your physician does not have a recommendation for a Home Health agency, the Wellness Nurse or Executive Director can give you the names of several agencies that have already been active at The Hampton.

We are fortunate to have our own in-house Therapy team that can provide you with a wide range of therapy services, so be sure to consider them if you need this type of service.

**HOSPICE SERVICES**

If your health condition deteriorates and you, your family, and your physician determine that you could benefit from the use of Hospice services in your
apartment at The Hampton, this is allowed, as long as the health, safety, or welfare of other residents are not impacted, and other conditions of tenancy are adhered to. Hospice Services are an option for individuals who have been diagnosed with a terminal condition and often include in-home nursing, family and patient emotional and spiritual support and service coordination. As needed, extra medications above what would normally be prescribed may also be used to keep the patient comfortable. Please inform The Hampton Executive Director or Wellness Nurse of any special support or services that are needed from The Hampton, the Hospice agency you select, what Hospice services have been arranged, and the nature of your diagnosis.

MEDICARE REIMBURSEMENT FOR HEALTH SERVICES

The Health Center at The Hampton at Post Oak includes 56 beds that are certified for Medicare A reimbursement for qualified stays in the Health Center. If you ever have to go to the hospital and have at least a three-day stay, you may be eligible to utilize your available Medicare A benefits to pay for rehabilitation or nursing services you need.

The Hampton also has Therapy services available on-site, and if a doctor orders certain types of Therapy, you may be eligible for your Medicare B benefits to pay for the Therapy that you need.

Feel free to ask our staff if you have questions about how your Medicare benefits might help pay for some needed services at The Hampton.

PRESCRIPTIONS

You may select any pharmacy you want, and you or your physician should make arrangements for prescriptions or refills. For added convenience, the pharmacy you select should have a delivery service. See the phone number section of this manual for a list of some local pharmacies that do have an established delivery service with other Hampton residents.

Arrangements for receipt and payment of drugs are the responsibility of the resident. Our front desk personnel cannot be involved in cash transactions for the receipt and payment for prescriptions.

THERAPY SERVICES

The Hampton at Post Oak has licensed therapists available on-site to help residents satisfy their therapy needs. Whether you qualify for payment of your therapy by Medicare A or Medicare B, or whether you prefer other private pay therapy services, we can meet you needs right here at home. Contact our Director of Innovative Senior Care to learn more about these on-site therapy services.
WELLNESS CHECKS

Periodic wellness checks of your key health indicators will be arranged for residents as a part of the Wellness program at The Hampton. Ask the Wellness Nurse or Activities Manager or consult your calendar of activities for when these checks are arranged, as a service to you. These wellness checks are usually provided free of charge by either our Wellness Nurse or local Home Health agencies but may include some charges to cover costs when special types of wellness checks are offered.
RESIDENT REFERRED
SUPPLIER PHONE NUMBERS

ALTERATIONS & DRESSMAKER

Christina Wroblicka
951 Lattimer Dr.
Houston, TX  77035
PHONE:  713-484-8344

She will come to your apartment by appointment.

BANKS & SAVINGS AND LOANS

Amegy Bank
4400 Post Oak
713-235-8800

Bank of America
800-432-1000

Bank One
2200 Post Oak Blvd.
877-226-5663

Compass Bank
2200 Post Oak Blvd.
713-966-2200

First Prosperity Bank
3040 Post Oak Boulevard
713-993-9045

Hibernia Bank
5718 Westheimer
713-789-7879

Southern National Bank
1101 Post Oak    77056
713-269-7200

Whitney Bank
5102 Richmond
713-951-7240

BEAUTY SALON & BARBER SHOP

Mary's Beauty Shop
Open Monday-Saturday, 8 a.m.-4 p.m.
2nd Floor, The Hampton
PHONE:  713-621-8359
CHURCHES AND SYNAGOGUES

Baptist

Second Baptist Church of Houston
6400 Woodway
PHONE: 713-465-3408

River Oaks Baptist Church
2300 Willowick
PHONE: 713-622-0570

Catholic

St. Anne Catholic Church
2140 Westheimer
PHONE: 713-526-3276

St. Michael’s Catholic Church
1801 Sage Rd.
PHONE: 713-621-4370

Christian Science

Fourth Church of Christ Scientist
4910 Montrose
PHONE: 713-524-5508

Church of Christ

Bering Drive Church of Christ
1910 Bering Drive
PHONE: 713-783-2340

Episcopal

St. John The Divine Episcopal Church
2450 River Oaks Blvd. at Westheimer
PHONE: 713-622-3600
CHURCHES AND SYNAGOGUES (Cont'd)

St. Martin's Episcopal Church
717 Sage Road
PHONE: 713-621-3040

Jewish Synagogues

Congregation Beth Yeshurun
4525 Beechnut
PHONE: 713-666-1881

Temple Beth Israel
5600 North Braeswood
PHONE: 713-777-4315

Temple Emanu El
1500 Sunset Blvd.
PHONE: 713-529-5771

Lutheran

Pilgrim Lutheran Church
8601 Chimney Rock
PHONE: 713-666-3693

Methodist

St. Luke's United Methodist Church
3471 Westheimer
PHONE: 713-622-5710

Westheimer United Methodist Church
5801 San Felipe at Bering
PHONE: 713-782-7750
Presbyterian

St. Philip Presbyterian Church
4807 San Felipe
PHONE: 713-622-4807

Unitarian

Emerson Unitarian Church
1900 Bering Drive
PHONE: 713-782-8250

DRY CLEANERS

M W Cleaners  Picks up and delivers to
PHONE: 713-850-7474  The Hampton

FLORISTS AND FRUIT BASKETS

Empty Vase
2439 Westheimer
PHONE: 713-529-9969

Lexus Florist
5785 San Felipe
PHONE: 713-227-6737

Rice Epicurean Florist (Jim Tisdale)
3745 Westheimer at Weslayan
PHONE: 713-623-4719

River Oaks Plant House
3401 Westheimer
PHONE: 713-622-5350

Tanglewood Flowery
2024 Post Oak Blvd.
PHONE: 713-965-9810
**GROCERY STORES**

HEB Pantry  
11815 Westheimer  
PHONE: 281-531-8646

Kroger's Super Store  
1801 South Voss  
PHONE: 713-780-7497

Randall’s  
5161 San Felipe at Sage  
PHONE: 713-964-3150

Randall's  
1407 South Voss  
PHONE: 713-783-8304

Rice Epicurean  
5016 San Felipe  
PHONE: 713-621-0314  
FAX: 713-621-5145

You may have your groceries delivered, if you **FAX** your order directly to the store.

**HOSPICE**

The Hospice at the Texas Medical Center  
PHONE: 713-467-7423

American Hospice  
PHONE: 713-995-5929

**HOSPITALS**

Twelve Oaks Hospital  
4200 Portsmouth  
Houston, TX 77027  
PHONE: 713-623-2500
HOSPITALS (Cont’d)

Spring Branch Medical Center
8850 Long Point Rd.
Houston, TX 77055
PHONE: 713-467-6555

Memorial Hermann Hospital
6411 Fannin
Houston, TX 77030
PHONE: 713-704-4000

M. D. Anderson Hospital
1515 Holcombe Blvd.
Houston, TX 77030
PHONE: 800-392-1611

Memorial City Hospital
921 Gessner
Houston, TX 77024
PHONE: 713-242-3000

Memorial Hospital Southwest
7600 Beechnut
Houston, TX 77074
PHONE: 713-776-5000

Methodist Hospital
6565 Fannin
Houston, TX 77030
PHONE: 713-790-3311

Park Plaza Hospital
1313 Hermann Dr.
Houston, TX 77004
PHONE: 713-527-5000
HOSPITALS (Cont’d)

St. Joseph's Hospital
1401 St. Joseph’s Parkway
Houston, Texas 77002
PHONE:  713-757-7500

St. Luke's Episcopal Hospital
6720 Bertner
Houston, TX 77030
PHONE:  832-355-1000

West Houston Medical Center
12141 Richmond
Houston, TX  77081
PHONE: 281-558-3444

HOTELS/MOTELS

Courtyard by Marriott
3131 West Loop South
PHONE:  713-961-1640
Reservations:  1-800-321-2211

Double Tree Hotel
5353 Westheimer.
PHONE 713-961-9000

Drury Inn
1615 West Loop South
PHONE:  713-963-0700
Reservations:  1-800-325-8300

J. W. Marriott Hotel
5150 Westheimer at Sage Rd.
PHONE:  713-961-1500
HOTELS/MOTELS (Cont’d)

Marriott W. Loop
1750 W. Loop South
PHONE: 713-960-0111

Westin Galleria Hotel
5060 West Alabama
PHONE: 713-960-8100

INTERNAL REVENUE SERVICE

Federal Tax Forms ONLY
1-800-829-3676

NEWSPAPER

Houston Chronicle
If you are missing your newspapers, call:
802 Texas Ave. 713-220-7211
PHONE: 713-220-7171

PHARMACIES

The following pharmacies will deliver your prescriptions to The Hampton front desk. We do request you set up an account so that all prescriptions are charged. NO CASH TRANSACTIONS ARE ALLOWED AT OUR FRONT DESK.

Briargrove Pharmacy
6435 San Felipe
PHONE: 713-783-5704

Buffalo Pharmacy
3118 Bissonnet
PHONE: 713-664-3426
Medic Pharmacy  
4040 South Braeswood  
PHONE: 713-666-6353

Post Oak Pharmacy  
5018-A San Felipe  
PHONE: 713-621-1560

Randall's Pharmacy  
5586 Weslayan  
PHONE: 713-668-9820

Randall’s Pharmacy  
5161 San Felipe  
PHONE: 713-964-3154

Walgreen’s  (does not deliver)  
5200 Westheimer at Sage  
PHONE: 713-623-0643

POST OFFICES

Galleria Branch  
5015 Westheimer  
Located in the basement directly below Neiman Marcus  
PHONE: 713-622-0764

Julius Melcher Branch  
2802 Timmons  
PHONE: 713-963-8326

TAX ASSESSOR'S OFFICE

Carl Smith, Tax Assessor-Collector  
Apply for handicap license.  
PHONE: 713-224-1919

TAX SERVICE

H & R Block  
4703-B Richmond  
PHONE: 713-626-9533
TRANSPORTATION - PUBLIC

**Airport Transportation (to Hobby and Bush Airports)**
Coach USA  
PHONE: 713-523-8888

AAA Corporate Car Service  
PHONE: 713-748-5466

**Bus Service**
Greyhound Bus Lines  
1-800-231-2222

**Taxi Service:**
Liberty Cab  713-695-6700  
Fiesta Cab  713-225-2666  
Yellow Cab  713-236-1111

**TRAVEL AGENCIES**

AAA Travel Services  
3307 Sage  
PHONE: 713-284-6572

American Express Travel Service  
5085 Westheimer, Suite 4600  
PHONE: 713-626-5740

Carlson Wagonlit Travel  
5444 Westheimer  
PHONE: 713-621-1000

Woodlake Travel  
1704 Post Oak Blvd.  
PHONE: 713-840-8500
VETERINARIANS

Tanglewood Animal Clinic
6328 Woodway
PHONE: 713-467-5888

Westchase Animal Clinic
9430 Richmond
PHONE: 713-785-5300

VOTING AND VOTER REGISTRATION

Voting Precinct #0721 The Hampton offers transportation on election days.

For absentee voter forms, either contact our Activities Manager or call:
Tax Assessor-Collector’s Office
713-224-1919

ASK OUR ACTIVITIES MANAGER FOR Voter Registration forms.

WEATHER, DAY OF WEEK, DATE, AND TIME

PHONE: 713-529-4444
INDEPENDENT LIVING
RESIDENT HANDBOOK

Web-site – www.brookdaleliving.com

A Brookdale Senior Living Community
<table>
<thead>
<tr>
<th>Position</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activities Manager</td>
<td>713-830-5025</td>
</tr>
<tr>
<td>Administrative Assistant to Ex. Dir.</td>
<td>713-830-5013</td>
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<tr>
<td>Beauty Shop</td>
<td>713-621-8359</td>
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<tr>
<td>Business Office Billing Questions</td>
<td>713-830-5067</td>
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<tr>
<td>Companion Supervisor</td>
<td>713-830-5027</td>
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<tr>
<td>Dining Room Manager</td>
<td>713-830-5023</td>
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<tr>
<td>Director of Financial Services</td>
<td>713-830-5018</td>
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<tr>
<td>Director of Therapy Services</td>
<td>713-830-5074</td>
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<tr>
<td>Executive Director</td>
<td>713-830-5012</td>
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<tr>
<td>Faxes – Incoming</td>
<td>713-830-5149</td>
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<tr>
<td>Food Services Director</td>
<td>713-830-5029</td>
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<tr>
<td>Front Desk Receptionists</td>
<td>713-993-9999</td>
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<tr>
<td>Guest Room 610</td>
<td>713-830-5038</td>
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<tr>
<td>Guest Room 612</td>
<td>713-830-5039</td>
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<tr>
<td>Health Center Administrator</td>
<td>713-830-5016</td>
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<tr>
<td>Health Center Admissions Coordinator</td>
<td>713-830-5061</td>
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<tr>
<td>Health Center Director of Nurses</td>
<td>713-830-5060</td>
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<tr>
<td>Housekeeping Director</td>
<td>713-830-5035</td>
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<tr>
<td>Human Resources Director</td>
<td>713-830-5020</td>
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<td>Kitchen – Food To Go Orders</td>
<td>713-830-5034</td>
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<tr>
<td>Maintenance Director</td>
<td>713-830-5028</td>
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<tr>
<td>Maintenance Work Orders</td>
<td>713-993-9999</td>
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<td>Marketing Director – Indep. Living</td>
<td>713-830-5022</td>
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<tr>
<td>Transportation for Medical Appointments</td>
<td>713-993-9999</td>
</tr>
<tr>
<td>Wellness Nurse / Assisted Living Director</td>
<td>713-830-5017</td>
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