

Resident Manual

JANUARY 2022

To search this document use CTRL-F on a Windows Device,
or COMMAND-F on a Mac Desktop

For mobile devices, type your search into the address bar and then select
FIND IN DOCUMENT



January 2022

Dear Shell Point® Resident,

Greetings! It is our pleasure to provide you with a new copy of the updated Resident Manual.

To ensure your utmost satisfaction, we have recently revised this Resident Manual to assist you in becoming better acquainted with your community. Please familiarize yourself with this important information and feel free to ask our staff for assistance whenever necessary. We are here to care for, serve and satisfy you.

Thank you for choosing Shell Point as your home. You are one of the more than 2,500 residents and 1,100 employees who are making a difference every day as we live and work in this special place. We are very glad you are here.

Sincerely,

A handwritten signature in blue ink, appearing to read "Martin Schappell".

Martin Schappell
President and CEO
Shell Point Retirement Community

Table of Contents

What Is Shell Point?

SECTION A – BACKGROUND ON SHELL POINT . 12

Who We Are	12
Our Vision	12
Our Mission.....	12
Our Core Beliefs.....	12
Our Service Standards.....	13
Our Ministry to Our Residents and Employees.....	13
Definition of Retirement.....	13
Spirit of Generosity – Time, Talent and Treasure.....	13
Volunteerism	14
Community Involvement	14
Philanthropy	14
History of Shell Point	15
Relationship with the C&MA and The Village Church.....	15

Who Is In Charge?

SECTION B – COMMUNITY LEADERSHIP..... 18

Board of Directors	18
Directors.....	18
Ex Officios	19
Director Emeriti.....	19
Advisors.....	19
Executive Leadership Team	19
Shell Point Organizational Chart.....	20
Resident Leadership	21
Resident Representation on Board of Directors	21
Residents’ Council.....	21
Court Representatives	21
Resident Committees and Advisory Groups	21

Who Do I Call?

SECTION C – PHONE NUMBERS 24

Important Numbers.....	24
24-Hour Call Center – (239) 454-2190.....	24
Resident Phone Numbers and Addresses	24
Resident Photo Directory	25
General Shell Point Phone Numbers.....	25

Finding Your Way Around

SECTION D – CAMPUS AND LOCATION

INFORMATION 32

Shell Point’s Location	32
Directions for Your Visitors.....	32
Five Neighborhoods	32
Five Main Entrances	32
Campus, Online Interactive Map and Printed Maps.....	33
Common Spaces and Meeting Rooms.....	33
Island Commons	34
Island Circle and Courtyard	34
Island Creativity Center.....	34
Friendship Point on The Island	34
Serenity Cove on The Island.....	34
Woodlands Commons	35
Center Court at The Woodlands.....	35
Coastal Commons at Coastal Links.....	35
The Tribby Arts Center	36
Places Near Shell Point.....	36

How Do We Live Successfully in a Community?

SECTION E – COMMUNITY LIVING, GENERAL RULES FOR COMMON GOOD..... 38

Maintaining Culture and Harmonious Living	38
Problem Resolution.....	38
Solicitation and Fundraising.....	38
Solicitation of Other Residents.....	38
Solicitation of Outside Businesses or Vendors.....	39
Official Community Fundraisers	39
Shell Point Library Fund Drive	39
Pavilion Auxiliary Bakeless Bake Sale	39
Employee Christmas Gift Fund.....	40
Employee School Supply Fund Drive	40
United Way Campaign	40
Philanthropic Gifts to Shell Point.....	40
Benevolence Through The Village Church.....	41
Community Walkathon Sponsorships.....	41
Charitable and Corporate Sponsorships	41
Politics	41
Evangelizing	41

Prohibited Public Activities	42
Smoking, E-Cigarettes and Tobacco Use.....	42
Firearms and Weapons.....	42
Mutual Respect for Employees	42
Tipping and Gifts to Employees.....	42
Employee Performance Issues	43
Resident Employment.....	43

Information About My Home

SECTION F - RESIDENCES AND NEIGHBORHOODS..... 46

Resident Addresses, Mail/Package Delivery, and Mailboxes in Each Court	46
Shell Point Mail System - Internal Mail	46
United States Postal Service - External Mail	46
Concierge Desk Mail Services	47
United Parcel Service (UPS)	47
Garden Courts on The Island	47
Midrises on The Island - Lucina, Turban, Junonia	47
Harbor Court on The Island	48
Sundial on The Island	48
Palm Acres	48
Lakewood, Oakmont, Rosemont and Parkwood in The Woodlands	49
Eagles Preserve	49
The Estuary	49
The Enclave	50
King's Crown Assisted Living	50
The Arbor Assisted Living	50
The Springs Assisted Living	51
Connected Living at The Springs	51
Larsen Pavilion Skilled Nursing	51
Absences from Shell Point.....	51
"Resident Comings and Goings" form	52
Preparing Your Home for an Overnight Absence.....	52
Preparing Your Home for a Prolonged Absence.....	53
Preparing Your Home for an Absence in the Event of a Hurricane Evacuation	54
Furnishings, Appliances and Components.....	54
Decorations.....	54
Refurbishment of Residences.....	55
Construction Noise.....	55
Maintenance Requests.....	55
Visitors.....	56
Guest Privileges and Use of Amenities	56
Children Visiting Shell Point	56
Courtesy to Neighbors.....	56
Light Housekeeping - "Weekly Refresh"	57
Laundry	57

Trash Removal and Recycling.....	57
Air Conditioning and Energy Conservation.....	57
Telephone Service.....	58
Cable Television and Radio Service	58
SPTV Internal Television Channels (11*, 12, 13 Only)	58
Internet.....	58
Technology Services.....	59
Subletting of Residence	59
Commercial Business in Residence	59
Homeowners and Tenant Insurance - see Section N	59
Pets	59
Dog Park.....	60
Transfer to Another Independent Residence.....	60
Transfer to Assisted Living or Skilled Nursing	60
Sale/Donation/Disposal of Resident Possessions.....	60
Gifts to Family and Friends	60
Appraisal and Removal.....	60
Residence Sales.....	60
Advertising in <i>Shell Point Shopper</i>	61
Donations to Community Thrift Store.....	61

Moving Around and Coming to a Stop

SECTION G - PERSONAL VEHICLES, PARKING, TRANSPORTATION, WATERCRAFT 64

Personal Vehicles	64
Automobiles, Electric Automobiles, Smart Cars	64
Licensing and Registration	64
Bar Code Stickers.....	64
Speed Limit	65
Auto Service and Car Wash Facilities.....	65
Golf Carts and Low-Speed Electric Carts	65
Campers, Trailers and Motor Homes	65
Bicycles and Tricycles.....	66
Motorized Scooters	66
Segways and Hoverboards.....	66
Parking Guidelines	66
Parking Management and Assignments.....	66
Eligibility	67
Second and Third Vehicles	67
Golf Cart Parking	67
Temporary or Shared Parking	68
Parking Guidelines Per Court or Neighborhood.....	68
Garden Court Parking	68
Midrise Parking	68
Harbor Court Parking	68
Sundial Parking.....	68
Woodlands Parking	69
Eagles Preserve Parking	69

(*Updating to Channel 8 with transition to Blue Stream channel lineup.)

Estuary and Enclave Parking	69
Palm Acres Parking	70
King's Crown Parking	70
Arbor Parking.....	70
Springs Parking	70
Watercraft – Boats, <i>Suzy Q</i> , Guest Boaters, Kayaks, Canoes.....	70
Shell Point Marina and Boat Docks.....	70
Marine Fuel Service	70
Resident Boats.....	71
<i>Suzy Q</i> – Shell Point's Community Pontoon Boat	71
Visiting Non-Resident Boaters.....	71
Kayaks and Canoes	71
Fishing Charters.....	72
General Transportation.....	72
Neighborhood Driver On Demand (DOD) Transportation.....	72
Shopping Bus.....	72
Medical Bus.....	72
Motorized Scooters on Shell Point Buses	73
Hospital Discharges.....	73
Personal Transportation Service	73

Let's Have Fun! People To Meet!

SECTION H – RESIDENT PROGRAMMING, AMENITIES, COMMON BUILDINGS 76

Resident Programming Description	76
Resident Programming Philosophy and Shell Point's Culture	76
Maps for Common Spaces and Meeting Rooms.....	76
Reserving a Meeting Room – see Section K.....	77
Table and Chair Rental for Use in Your Home – see Section K.....	77
Volunteer Opportunities and Groups	77
Amenities	77
Fitness Centers.....	77
Swimming Pools	77
Shuffleboard	78
Tennis/Reserving Courts.....	78
Pickleball/Reserving Courts.....	78
Table Tennis.....	78
Croquet	78
Bocce	78
Walking	78
Biking	79
Golf	79
Gardening	79
Intellectual Pursuits	80
The Academy of Lifelong Learning	80

Tribby Arts Center.....	80
Libraries	80
Genealogy Library	80
Computer Centers	81
Games.....	81
Hobby and Activity Groups	81
Group Travel and “On The Go” Trips.....	81
Wood Shop	81
Spiritual Programming, Religious Services, The Village Church	82
The Village Church.....	82

Special Services for Your Convenience

SECTION I – CONCIERGE DESKS, SPECIAL SERVICES, ON-SITE BUSINESSES 86

24-Hour Call Center – “One Call Does It All”	86
Concierge Desk Locations	86
Concierge Services and Information	86
Specialty Business Services at Shell Point	87
Dry Cleaning Pickup and Delivery	87
Seamstress and Alterations	88
Travel Services.....	88
Jewelry Service by S&M Jewelers	88
Legacy Foundation	88
FineMark National Bank & Trust	88
Scotty's Automobile and Golf Cart Service Station	89
Car Wash Facilities.....	89
Salon & Spa Services	89
Pharmacy	89
Farmers Market	89
Technology Services.....	89
Gift Shop (The Island).....	90
Community Thrift Store.....	90
The Village Church and Religious Services.....	90
United Parcel Service (UPS)	90
Voting and Elections.....	91
Guest House Motel	91

Let's Stay In Touch!

SECTION J – COMMUNICATION..... 94

Shell Point's Communication Philosophy.....	94
Resident Manual	94
Call Center – One Call Does it All!	94
Concierge Desks	95
Residents' Council.....	95
Court Representatives	95

Messages from Management	95
Resident Quarterly Meetings	95
Internal Publications.....	96
SPTV – Channels 11*, 12, 13	96
Websites.....	96
Court Bulletin Boards	97
Community Bulletin Boards	97
Elevator Communication Boards	97
Resident Directory (Resident Phone/Address Directory) ..	97
Resident Photo Directory	97
Emergency Contact Information	97

Be Our Guest!

SECTION K – RESIDENT AND PUBLIC DINING SERVICES..... 100

Dining Services Philosophy	100
Banyan Grille	100
Breezeway Café.....	100
The Crystal	100
Island Café	100
Palm Grill	101
Blend	101
Dining Rewards Program.....	101
Assisted Living Dining at King’s Crown, The Arbor and The Springs	102
Larsen Pavilion Skilled Nursing Center Dining	102
Home-Delivered Meals.....	102
Catering and Special Functions	102
Common Spaces and Meeting Rooms.....	102
Reserving a Meeting Room	103
Tables and Chairs for Use in Your Home	103

For Your Peace of Mind

SECTION L – HEALTHY LIVING COORDINATION DEPARTMENT 106

Healthy Living Coordination Department Description and Philosophy	106
Moving Through the Continuum and Utilizing Lifecare Services.....	106
Healthy Living Coordinators and Social Services	106
Personal Records.....	107
Independent Living Services to Support Independence	107
In-Home Assistance Call System.....	107
Support Groups.....	108
ICE Forms — “In Case of Emergency” Medical and Contact Information	108

Advance Directives, Your Personal Preferences and Legal Instructions.....	109
Planning Your Advance Directives	109
Decision-Making Rights.....	109
Living Will	109
Designation of Healthcare Surrogate	109
Healthcare Proxy	110
Treatments for Which Residents May Wish to Leave Specific Instructions.....	110

For Your Good Health

SECTION M – HEALTHCARE FACILITIES AND MEDICAL SERVICES 112

Health and Wellness Philosophy	112
Medical Centers and Staff	112
Office Visits at the Medical Centers	112
Annual Wellness Appointments	112
Accessing Electronic Health Records	113
Keeping Medical Records Current.....	113
Laboratory Services	113
Radiology	113
Dental Services.....	113
Behavioral Health	113
Transportation to Off-Campus Medical Appointments	114
Medical Center - Insurance, Fees and Billing.....	114
Medicare Billing and Health Coverage Information	114
Supplemental Health Insurance.....	114
HMO Plans	114
Pharmacy, Drugs and Medical Equipment	115
Shell Point Pharmacy	115
Prescriptions and Free Delivery	115
Prescription Refills	115
Competitive Pricing and Billing	115
Sundries and Durable Medical Equipment.....	116
Wheelchairs and Walkers: Purchase, Courtesy Chairs for Emergency Use, Repairs	116
Disposal of Sharps Containers-Independent Living	116
Assisted Living Facilities.....	116
King’s Crown, The Arbor and The Springs	116
Criteria for Residency.....	117
Continuity of Care	117
Standards of Care	117
Meal Plan Requirements.....	117
Respite Programs at Shell Point	118
Connected Living Day Retreat.....	118
Short Term Overnight Respite	118
Assisted Living Memory Support at Shell Point	118
Connected Living Memory Support at The Springs.....	118

(*Updating to Channel 8 with transition to Blue Stream channel lineup.)

Home Care, Private Nursing and Private Duty	119
Shell Point Home Care	119
Shell Point Home Care Private Duty	119
Shell Point Home Care Nursing Care	119
Shell Point Home Care Fees.....	119
Non-Shell Point Private Duty Personnel and Registration Requirements	119
Skilled Nursing at Shell Point.....	120
Larsen Pavilion Skilled Nursing Center	120
Rehabilitation Center at Shell Point.....	120
Connected Living Memory Support in Skilled Nursing	121
Hospice Care in Skilled Nursing	121
Care Planning	121
Food and Nutrition Services	121
Long Term Care Admission and Criteria	121
Hospitalization	122
Hospital Discharge.....	122
Pavilion – Financial Requirements, Insurance, Fees and Billing	123
Financial Requirements Related to Larsen Pavilion.....	123
Skilled Nursing Services – Medicare-Covered Admissions.....	123
Skilled Nursing Services – Non-Medicare Covered Admissions.....	123

If It Involves Financial Information or Money

SECTION N – FINANCES, PHILANTHROPY, TAXES AND INSURANCE

The Finance Office And Resident Financial Information.....	126
Description of the Finance Department and Medicare Billing Department	126
Medicare Billing Office	126
Personal Record Storage.....	126
Ad Valorem Property Tax	127
Insurance	127
Tenant Insurance	127
Flood Insurance.....	128
Vehicle, Golf Cart, Boat Insurance	128
Legacy Foundation	128
Legacy Foundation Description and Philosophy	128
Daily Money Management Service (Bill Paying Service)	128
Residents Experiencing Financial Difficulties	128
Veterans Benefits	129
Philanthropic Services and Generational Gifting	129
Fundraising Guidelines	129
Fundraising and Development.....	129
Official Community Fundraisers	129
Shell Point Library Fund Drive	130

Pavilion Auxiliary Bakeless Bake Sale	130
Employee Christmas Gift Fund.....	130
Employee School Supply Fund Drive	131
United Way Campaign	131
Philanthropic Gifts to Shell Point	131
Benevolence Through The Village Church.....	131
Community Walkathon Sponsorships.....	131
Charitable and Corporate Sponsorships	132
Finemark National Bank & Trust At Shell Point	132

Safety First!

SECTION O – SECURITY, FIRE SAFETY, WEATHER AND HURRICANE PROCEDURES

Important Phone Numbers.....	134
Crisis Emergency Calls.....	134
In-Home Assistance Call System.....	134
Morning Assurance Check-In System	135
Emergency Contact Information	135
Security	135
Visitors.....	135
Accidents	136
Lost And Found	136
Lockouts from Your Residence	136
Additional Security Measures	136
Fire Procedure Information	137
In Case of Fire	137
Exits	137
Evacuation	137
Fire Extinguishers.....	137
Fire Alarm Tests	137
Annual Sprinkler and Fire Alarm Inspections	138
HURRICANE PROCEDURE INFORMATION	138
Hurricane Shelters.....	138
Terminology	139
Hurricane Intensity.....	139
Hurricane Season Preparations	139
Preparations During a Hurricane Watch.....	140
Preparations During a Hurricane Warning	140
What to Do During a Storm	141
Evacuation.....	141
Hurricane Chairs.....	141
Hurricane Kits, Items to Bring to Shelter at Time of Evacuation	142

Index

Section P

[illegible]

[illegible]



SECTION A

What Is Shell Point?

SECTION A - BACKGROUND ON SHELL POINT

- Who We Are
 - Our Vision
 - Our Mission
 - Our Core Beliefs
 - Our Standard
 - Our Ministry to Our Residents and Employees
 - Definition of Retirement
 - Spirit of Generosity - Time, Talent and Treasure
 - Volunteerism
 - Community Involvement
 - Philanthropy
 - History of Shell Point
 - Relationship with the C&MA and The Village Church
- 

What Is Shell Point?

SECTION A – BACKGROUND ON SHELL POINT

WHO WE ARE

Shell Point, located in Fort Myers, Florida, was founded in 1968 by The Christian and Missionary Alliance denomination. The community provides continuing care services, including residential housing, social programs, wellness programs, assisted living, skilled nursing, rehabilitative therapy and medical services to seniors of all religious affiliations and ethnic origins.

OUR VISION

Offering superior lifestyle with lifecare – firmly rooted in biblical principles and committed to excellence.

OUR MISSION

Shell Point Retirement Community, a nonprofit ministry of The Christian and Missionary Alliance Foundation, Inc., is dedicated to the service of God and the care of His people by providing a broad continuum of quality residential alternatives and services designed to enhance the independence and dignity of its residents through spiritual, social, recreational and physical programs.

OUR CORE BELIEFS

Scripture is inspired by God and is authoritative for every area of life. As the inspired Word of God, it provides moral principles that guide our decisions, and behavior, and determine our standards for living and working in a community. It is from scripture that we draw our core values of Life, Love, Stewardship and Integrity.

LIFE – God created mankind in His image and likeness. Life is His sacred gift, and only He has the authority to determine its duration. Every life is meaningful and of equal worth to be nurtured and cared for.

LOVE – God is love. He instructed people to love Him with all their capacity and to love their neighbors as themselves. We are only able to love because He loved us first. Love is experienced and expressed through relationships as individuals live and work together in harmony.

STEWARDSHIP – Stewardship is the responsible management of property, finances or affairs. God requires people to be careful guardians of the resources entrusted to them.

INTEGRITY – Integrity is honoring God’s commandment to speak and live with honesty and trustworthiness, not allowing circumstances or situations to determine truthfulness. People with integrity build strong, lasting relationships.

OUR SERVICE STANDARDS

Shell Point demonstrates its Core Beliefs consistently every day by Caring for, Serving and Satisfying its residents and employees.

OUR MINISTRY TO OUR RESIDENTS AND EMPLOYEES

In responding to residents’ needs, Shell Point is guided by the necessity of preserving the dignity of each individual. Shell Point seeks to provide residents with comfort and satisfaction while maximizing their efforts toward self-governance and fostering an environment in which personal relationships play an important role in their lives. Shell Point also deeply values its employees and strives to demonstrate respect, concern, compassion and sensitivity to each one. The management at Shell Point is committed to enabling employees to utilize their God-given skills and abilities in an environment in which experimentation is encouraged, creativity and innovation are affirmed and rewarded, and opportunities for spiritual and professional growth are provided.

DEFINITION OF RETIREMENT

Shell Point maintains that vocation is a God-given gift as well as a duty throughout life on earth. Although there is no clear biblical precedent for the institution of retirement, Shell Point believes that residents can redirect their energy from earning a living and supporting a family to pursuing new goals. Shell Point views retirement not as an end but rather as a new beginning, the opportunity for new ventures in learning, personal growth, spiritual renewal and service to others. As such, Shell Point provides many opportunities to nurture the body, mind and spirit through a wide range of activities, amenities, recreation and other services.

SPIRIT OF GENEROSITY – TIME, TALENT AND TREASURE

As a nonprofit ministry, Shell Point has become the quality service organization it is today through the grace of God and the kindness, generosity and the strength of its people—both the residents who live here and the employees who work here. Through the years, the atmosphere at Shell Point has been one of joy and gratitude. Shell Point residents often discover that serving others is a great source of happiness and happiness is best enjoyed when shared with others. Our residents have done this through the generous sharing of their time, talent and treasure with Shell Point through selfless volunteerism, active community involvement and generous philanthropy.

VOLUNTEERISM

Since the very first residents moved into Shell Point, there has been a spirit of volunteerism. Ralph and Emilie Torgerson, retired missionaries from Africa, were grateful for their new home at Shell Point and immediately looked for opportunities to serve their new community and fellow residents. Since then, many residents have derived a deep sense of personal satisfaction through volunteer participation in community service programs at Shell Point as well as throughout the broader community of Southwest Florida. Shell Point encourages residents to enrich their lives through meaningful involvement in areas of service as they put their time and talents to good use. Whether it is teaching an art class, leading an activity group, working in the library or volunteering at the Pavilion, there are literally hundreds of ways to get involved and make a difference.

COMMUNITY INVOLVEMENT

Residents bring their backgrounds of knowledge and expertise to Shell Point, which have helped to enhance the programs at Shell Point. You will often find them giving book talks, presenting a lecture or giving a demonstration in The Academy of Lifelong Learning, or even teaching a foreign language class, to name just a few of the many ways residents share their time and talents. In some cases, a single individual's unique skills, abilities, or personal passion have inspired a new undertaking for the community. These have led to some of the unique amenities our community enjoys such as the Pottery Studio, Orchid House, Butterfly Habitat, Gulf Coast Model Railroad, *Suzy Q*, or many of the other amenities and programs that we enjoy today.

PHILANTHROPY

There is a spirit of generosity that pervades our community and has created a culture of philanthropy among the residents of Shell Point, which is a nonprofit ministry. Shell Point's very beginning was established with the generous donation of the original piece of land on which it was built. Shell Point literally came into existence through that first generous gift. Since then, we have witnessed the results of benevolent gifts—large and small—that have improved our community and the lives of those we serve. There are a number of programs, services and facilities at Shell Point that were started by or continue to receive benevolent funding from donors. The Legacy Foundation at Shell Point guides philanthropic giving at Shell Point. The Legacy Foundation provides a variety of professional financial services to all residents of Shell Point and plays an important part in growing and enhancing the infrastructure, programs and services that are a signature of our community.

HISTORY OF SHELL POINT

Shell Point received its first residents in April of 1968, but the rich history of this community actually began many years earlier. It is a remarkable story that has been documented through the years and is presented in a written history that is available in book format. To obtain a copy of the book contact the marketing office at 239-454-2071.

RELATIONSHIP WITH THE C&MA AND THE VILLAGE CHURCH

Shell Point Retirement Community was founded in 1968 by The Christian and Missionary Alliance (C&MA), an evangelical denomination originally based in New York, but now located in Colorado Springs, Colorado. The U.S. Alliance is part of a Christ-centered global movement more than 6 million strong (www.cmalliance.org). Shell Point is operated as a separate nonprofit, faith-based ministry of The Christian and Missionary Alliance Foundation, Inc., a 501 (c) (3) tax-exempt not-for-profit organization and does not share in or subsidize the revenues of the denomination.

The Village Church is an accredited church of the C&MA and exists to serve the spiritual needs of all Shell Point residents as well as the general public by building a community of forgiveness, purpose and hope in Jesus Christ. The Village Church is the center of the community's spiritual life and provides a variety of programs and services. With numerous denominational backgrounds represented, this unique congregation of The Christian and Missionary Alliance includes residents and employees of Shell Point, the local community and seasonal guests. All residents and guests are welcome. The Village Church is an independent entity. Its operations are supported by the offerings of members and friends, and are not subsidized by Shell Point revenues.

[illegible]



SECTION B

Who Is In Charge?

SECTION B - COMMUNITY LEADERSHIP

- Board of Directors
 - Executive Leadership Team
 - Organizational Chart
 - Resident Leadership
 - Resident Representation on the CMAF Board of Directors
 - Residents' Council
 - Court Representatives
 - Resident Committees and Advisory Groups
- 

Who Is In Charge?

SECTION B - COMMUNITY LEADERSHIP

BOARD OF DIRECTORS

As a nonprofit, faith-based ministry, Shell Point is governed by a volunteer board of directors comprised of a diverse group of dedicated men and women whose faith, knowledge and experience align with Shell Point's nonprofit mission. Board members meet three times per year at Shell Point to discuss and vote on the affairs of the organization. They are also available for communication throughout the year as necessary. Shell Point's board of directors, as a governing body, focuses on the organization's mission, strategy, and goals. Shell Point's leadership team and staff members are responsible for the implementation of the mission, strategy and the day-to-day operation of the organization.

DIRECTORS

Wanda Anderson

Attorney
The Navigators
Colorado Springs, Colorado

John Davidson

Independent Management
& Financial Consultant
Chapin, South Carolina

Jay Hibbard

Senior VP of Covenant
Retirement Communities
Chesapeake, Virginia

Jon Burdzy, DO

Family Medical Physician
Physicians Primary Care of SWFL
Fort Myers, FL

Charles DeWitt

Director of Development
Freedom to Lead
Raleigh, North Carolina

Mark O'Farrell

President
Trinity College
Trinity, Florida

Paul Cass

Retired General Physician
Greer, South Carolina

Donna Duss

President
Duss Healthcare Consulting
Alexandria, Virginia

Ethan Permenter

Divisional VP, Universal Health
Services, Inc.
Memphis, TN

Chanley Christman

Financial Advisor
Raymond James Group
Mansfield, Ohio

Jeremy Dys

Special Counsel for Litigation
and Communications
First Liberty Institute
Sachse, TX

Michael Scales

Retired President
Nyack College
Nyack, New York

Nancy Cook

Managing Director
Wells Fargo Advisors
Zephyrhills, Florida

James Glenn

Orthopedic Surgeon
Titusville, Florida

Archie White

State Farm Insurance
Justin, Texas

EX OFFICIOS

Tom Flanders

District Superintendent
C&MA Southeastern District
Orlando, Florida

Ken Baldes

VP Operations/Treasurer
Christian and Missionary Alliance
Colorado Springs, Colorado

DIRECTOR EMERITI

Mike Scott – Resident

Retired COO
CSG Systems international
Fort Myers, Florida

ADVISORS

Richard Todd

Regional Director
Propel Insurance

EXECUTIVE LEADERSHIP TEAM

Shell Point's Executive Leadership Team provides clarity of vision for the future of the organization, a sense of purpose and dedication to the mission of Shell Point's faith-based ministry, and effective guidance in its day-to-day operation. Shell Point's leaders are committed to preserving the culture and values of the organization, maintaining an environment of cooperation and trust that honors God and the residents we serve, and successfully achieving the mission and ministry of this organization.

Martin Schappell

President, CEO

Burke Rainey

Vice President of Finance, CFO

Adam Hinds

Vice President of Operations

[REDACTED]

Vice President of Sales and Marketing

Karen Anderson

Vice President of Human Resources,
Corporate Compliance Officer

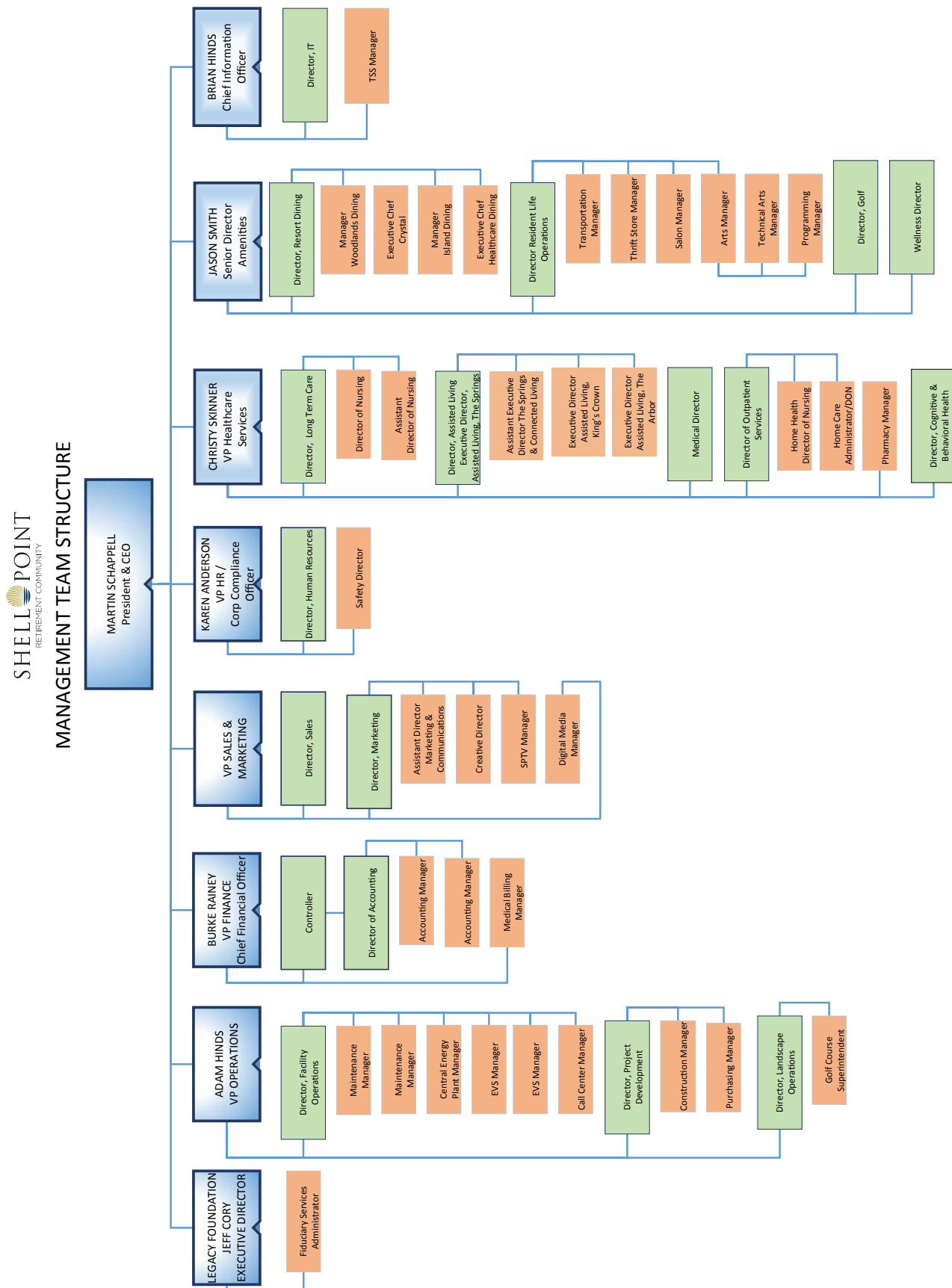
Christy Skinner

Vice President of Healthcare Services

Jason Smith

Senior Director of Amenities

SHELL POINT ORGANIZATIONAL CHART



RESIDENT LEADERSHIP

Shell Point exists to serve its residents and therefore strives to maintain a cooperative atmosphere of common trust, respect and candor. As such, Shell Point offers a variety of means for resident influence and involvement in the community.

RESIDENT REPRESENTATION ON THE CMAF BOARD OF DIRECTORS

Shell Point maintains at least one non-voting resident representative on the board of directors. These individuals are included in the main list of board members earlier in this section.

RESIDENTS' COUNCIL

The Residents' Council serves as the primary means of resident leadership and provides mutually beneficial communication between the residents and administration. The council consists of elected Court Representatives who meet on a monthly basis with administration to provide input and feedback concerning Shell Point operations, make recommendations and share concerns. Minutes from these meetings can be found on www.shellpoint.net/home. The Residents' Council also provides a general review of resident satisfaction with Shell Point and meets annually with the board of directors. Separate resident councils exist for the Larsen Pavilion, The Arbor, The Springs and King's Crown.

COURT REPRESENTATIVES

Each building or neighborhood at Shell Point has its own annually-elected Court Representative. These dedicated volunteers are available to help you and can provide a wealth of information about your specific home or building. A listing of Court Representatives can be obtained at any Concierge Desk, online at www.shellpoint.net/council or by calling the Call Center at (239) 454-2190.

RESIDENT COMMITTEES AND ADVISORY GROUPS

Various resident committees have been established as a means of providing input to administration concerning certain services, activities or programs. These committees are advisory in nature, and are intended to foster a cooperative working relationship between residents and administration. To learn more about serving on one of these committees, call the Director of Resident Programming at (239) 454-8244.

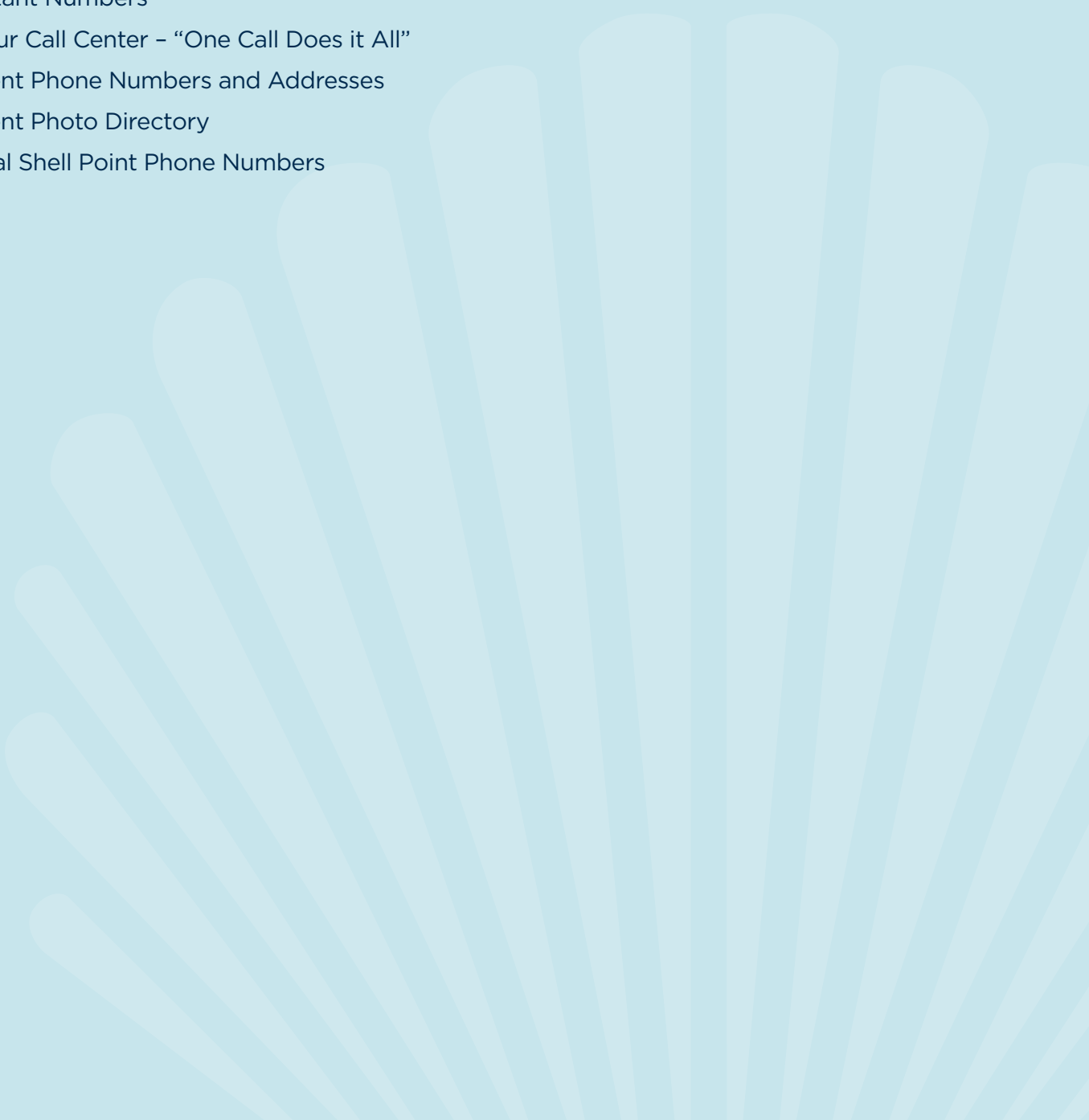
[illegible]



SECTION C

Who Do I Call?

SECTION C - PHONE NUMBERS

- Important Numbers
 - 24-Hour Call Center - “One Call Does it All”
 - Resident Phone Numbers and Addresses
 - Resident Photo Directory
 - General Shell Point Phone Numbers
- 

Who Do I Call?

SECTION C – PHONE NUMBERS

IMPORTANT NUMBERS

Life-Threatening Emergency.....	911
Call Center.....	(239) 454-2190
Healthy Living Coordination Department.....	(239) 454-2299
Main Switchboard.....	(239) 466-1111
Medical Center	(239) 454-2146
Security Manager.....	(239) 454-2125
Security (Island Gate and Community-wide).....	(239) 454-2126
Security (Woodlands Gate)	(239) 454-2062
Sheriff, Non-Emergency Only, Lee County.....	(239) 477-1200

24-HOUR CALL CENTER – “ONE CALL DOES IT ALL” (239) 454-2190

In addition to this helpful guide, we have staff who are available 24 hours a day, seven days a week to assist you. You will often hear staff refer to “One Call Does it All” and you can call them ANY time with ANY question! They have almost all of the community information at their fingertips and if they can’t answer your question or request immediately, they know exactly who to call for you to find the information you need. This helpful 24-hour number is (239) 454-2190.

RESIDENT PHONE NUMBERS AND ADDRESSES

You will find an alphabetized list of Shell Point residents along with their phone numbers, addresses and emails in the Resident Directory. This roster was designed to provide an easy means for residents to communicate with one another. The list is confidential and only for use by the residents and employees of Shell Point. Please do not use this roster for solicitation purposes. Do not share this roster with any other individuals for any other purposes. The online version of the Resident Directory can be found at www.shellpoint.net/home. To update your personal contact information, please call the Call Center (239) 454-2190 or stop by any Concierge Desk.

RESIDENT PHOTO DIRECTORY

Resident photos are maintained online in the Resident Photo Directory, which is listed by court and searchable. The Resident Photo Directory is only available online and can be found at www.shellpoint.net/home. To update your personal contact information please call the Call Center (239) 454-2190 or stop by any Concierge Desk.

GENERAL SHELL POINT PHONE NUMBERS

A	Academy of Lifelong Learning.....	(239) 454-2272
	Activities (The Arbor).....	(239) 225-2922
	Activities (King's Crown).....	(239) 454-2058
	Activities (The Springs)	(239) 600-6419
	Activities (Larsen Pavilion).....	(239) 415-5445
	Apartment Maintenance.....	(239) 454-2190
	Arbor Assisted Living	(239) 454-2292
	Art Studio (The Island)	(239) 454-2050
	Automobile Service - Scotty's Automotive.....	(239) 454-0200
B	Bank Services - FineMark (Shell Point location)	(239) 461-5999
	Banyan Grille at Coastal Commons.....	(239) 225-2900
	Barber / Salons.....	(239) 489-8400
	Beauty Salons.....	(239) 489-8400
	Behavioral Health.....	(239) 454-2146
	Billing, Resident Accounts.....	(239) 454-2170
	Blend at Woodlands Commons.....	(239) 454-2060
	Breezeway Café at Coastal Commons	(239) 225-2955
	Boat Dockage.....	(239) 454-2239
C	Cable TV	(239) 454-2190
	Call Center (24-Hour)	(239) 454-2190
	Comings & Goings	(239) 454-2190
	Computer Lab (The Island).....	(239) 466-1111, Ext. 2023
	Computer Center/Genealogy Lab (The Woodlands).....	(239) 466 -1111 Ext. 3064

Community Thrift Store.....	(239) 225-6529
Donations.....	(239) 454-2190
Concierge Desk (Island Commons)	(239) 454-2282
Concierge Desk (Woodlands Commons)	(239) 454-2054
Conference Services/Room Reservations	(239) 454-2291
Crystal (The Island).....	(239) 454-2199
<hr/>	
D Dining Department, Dining Rewards.....	(239) 454-2121
Dining Daily Specials Phone Line.....	(239) 454-2119
Driver On Demand (DOD).....	(239) 489-8489
Dry Cleaning Service.....	(239) 454-2054
<hr/>	
E Education and Wellness Connections	(239) 454-2254
Emergency, Life Threatening	911
Employee Concerns & Appreciation.....	(239) 454-2162
Events on site	(239) 454-2297
Events off site.....	(239) 454-2046
<hr/>	
F Fax – See Concierge Desk to Send and Receive Faxes	
Finance, Resident Accounts	(239) 454-2170
Fine and Performing Arts Manager.....	(239) 225-2919
FineMark National Bank & Trust	(239) 461-5999
Fitness Center (Coastal Commons).....	(239) 225-2952
Fitness Center (The Island).....	(239) 454-2107
Fitness Center (The Woodlands)	(239) 466-1111 Ext. 3061
Fitness Center (Eagles Preserve).....	(239) 225-2995
<hr/>	
G Genealogy Library (The Woodlands).....	(239) 454-2040
Gift Shop (The Island)	(239) 466-1111, Ext. 7534
Golf Pro Shop/Tee Times.....	(239) 433-9790
Guest House.....	(239) 454-2123

H	Healthy Living Coordination.....	(239) 454-2299
	Home Care	(239) 454-2242
	Hospitality Services (The Island).....	(239) 454-2121
	Housekeeping.....	(239) 454-2190
	Human Resources.....	(239) 454-2162
I	Insurance Assistance (Medical).....	(239) 454-2285
	Island Café.....	(239) 454-2286
	Island Commons	(239) 454-2282
	Island Salon	(239) 489-8400
K	King's Crown Assisted Living	(239) 454-2175
L	Larsen Pavilion Administrator.....	(239) 454-2041
	Larsen Pavilion 1st Floor	(239) 415-5400
	Larsen Pavilion 2nd Floor	(239) 415-5500
	Larsen Pavilion 3rd Floor	(239) 415-5600
	Larsen Pavilion 4th Floor	(239) 415-5700
	Legacy Foundation.....	(239) 466-8484
	Library (The Island)	(239) 454-2180
	LifeQuest Aquatic Center (The Island).....	(239) 466-1111, Ext. 2433
M	Massage Appointments-Island.....	(239) 489-8400
	Massage Appointments-Seagrape	(239) 225-2960
	Manatee Room (The Island)	(239) 489-8470
	Meal Plan Charges.....	(239) 454-2173
	Meals on Wheels	(239) 415-5427
	Medical Center	(239) 454-2146
	Medical Emergency	911
	Medicare Billing	(239) 433-7937
	Morning Assurance	(239) 454-2190
	Moving Resources Manager.....	(239) 454-2193

P	Palm Grill (Woodlands Commons).....	(239) 454-2059
	Pavilion – see Larsen Pavilion	
	Personal Transportation	(239) 433-7959
	Pharmacy.....	(239) 454-2234
	Property Management, Call Center.....	(239) 454-2190
	Purchasing Department	(239) 454-2195

R	Radiology Services	(239) 415-5473
	Rehabilitation Services.....	(239) 466-1111, Ext. 3430
	Resident Engagement Manager	(239) 225-2962

S	Sabal Room.....	(239) 466-1111, Ext. 3062
	Sales Office.....	(239) 466-1131
	Salon Appointments or Information.....	(239) 489-8400
	Scotty's Automotive.....	(239) 454-0200
	Seagrape Salon & Spa.....	(239) 225-2960
	Security Manager.....	(239) 454-2125
	Security (The Island and Community-wide).....	(239) 454-2126
	Security (The Island Gatehouse).....	(239) 454-2125
	Security (The Woodlands)	(239) 454-2062
	Security (The Woodlands Gatehouse)	(239) 454-2062
	Set-Up Team (Coastal Links).....	(239) 671-3729
	Set-Up Team (The Island).....	(239) 454-2291 or (239) 671-3689
	Set-Up Team (The Woodlands)	(239) 671-0570
	<i>Shell Point Life</i> Magazine	(239) 454-2055
	Sheriff, Lee County	(239) 477-1200
	Social Center.....	(239) 466-1111, Ext. 2448
	Springs Assisted Living.....	(239) 600-6400
	SPTV (Channels 11*, 12 and 13 only)	(239) 489-8431
	Stamp Room.....	(239) 466-1111 Ext. 2458
	<i>Suzy Q</i> Reservations	(239) 454-2282

(*Updating to Channel 8 with transition to Blue Stream channel lineup.)

T	Telephone Problems.....	(239) 454-2190
	Television, Cable or Dish.....	(239) 454-2190
	Television, SPTV (Channels 11*, 12 and 13).....	(239) 489-8431
	Coastal Commons at Shell Point.....	(239) 225-2900
	Train Room (Gulf Coast Model Railroad).....	(239) 466-1111, Ext. 2533
	Transportation.....	(239) 454-2061
	Tribby Arts Center	
	Box Office/Information.....	(239) 415-5667
	Conference Room.....	(239) 415-5544
	Crafts Studio	(239) 415-5646
	Performing Arts Studio.....	(239) 415-5596
	Fine and Performing Arts Manager.....	(239) 225-2919
	Gallery Receiving	(239) 415-5543
	Glass Studio.....	(239) 415-5624
	Literary Arts Studio	(239) 415-5593
	Literary Lounge/Arts Library	(239) 415-5648
	Music Studio.....	(239) 415-5650
	Painting Studio	(239) 415-5567
	Photo Studio.....	(239) 415-5574
	Pottery Studio.....	(239) 415-5647
	Program Coordinator.....	(239) 225-2916
	Quilting Studio.....	(239) 415-5548
	Serendipity: the shop at Tribby Arts Center	(239) 415-5517
	Technical Arts Manager	(239) 489-8436
	Tribby Café.....	(239) 415-5546
U	United Parcel Service.....	(239) 466-1111, Ext. 2423
V	Village Church	(239) 454-2147
	Volunteer Coordinator.....	(239) 454-2290

(*Updating to Channel 8 with transition to Blue Stream channel lineup.)



SECTION D

Finding Your Way Around

SECTION D - CAMPUS AND LOCATION INFORMATION

- Shell Point's Location
 - Directions for Your Visitors
 - Five Neighborhoods
 - Five Main Entrances
 - Campus, Interactive Map and Printed Maps
 - Common Spaces and Meeting Rooms
 - Island Commons
 - Island Circle and Courtyard
 - Island Creativity Center
 - Friendship Point on The Island
 - Serenity Cove on The Island
 - Woodlands Commons
 - Center Court at The Woodlands
 - Coastal Commons at Coastal Links
 - Tribby Arts Center
 - Places Near Shell Point
- 

Finding Your Way Around

SECTION D – CAMPUS AND LOCATION INFORMATION

SHELL POINT'S LOCATION

Shell Point is conveniently located in Fort Myers on McGregor Boulevard (just off Summerlin Road), two miles before the Sanibel Causeway. The community's main mailing address is 15000 Shell Point Boulevard, Fort Myers, FL 33908. The main public phone number of the organization is (239) 466-1111. This phone number is answered in person, 24-hours a day. However, in addition to the main address, there are multiple internal addresses within Shell Point. Since most people utilize GPS for directions, it is important to give them the correct internal address for any intended location within the community. To determine the exact address of a location within Shell Point, please contact the Call Center at (239) 454-2190.

DIRECTIONS FOR YOUR VISITORS

In the age of GPS, most individuals just use their smart phones to find directions to Shell Point. But some individuals traveling to Shell Point from the airport or I-75 appreciate the following directions. From Southwest Florida International Airport or I-75: Take Daniels Parkway Exit #131 and travel west for 5.5 miles to Summerlin Road. Turn left and travel 8.5 miles to the light at Shell Point Boulevard.

FIVE NEIGHBORHOODS

Shell Point's five main neighborhoods are The Island, Palm Acres, The Woodlands, Coastal Links and Waterside. Within these main neighborhoods are several smaller neighborhoods and/or courts.

FIVE MAIN ENTRANCES

In addition to Shell Point's main entrance at the front of our community, there are five additional "entrances" that lead to various areas of the community that include a variety of different buildings, courts and neighborhoods. Each of these areas has been given a specific name and identified by an attractive sign wall that will help visitors in wayfinding. The five main "entrances" are Waterside, Coastal Links, The Woodlands, Palm Acres and The Island.

- Waterside contains a variety of buildings including the Welcome Center Sales and Marketing offices, The Springs Assisted Living facility and Connected Living at The Springs.

- Coastal Links is the entrance that leads to Coastal Commons, The Estuary, The Enclave, Shell Point Golf Club, Eagles Preserve, Tribby Arts Center, the Energy Management Building (Chiller Plant) and Golf Course Maintenance.
- The Woodlands entrance provides access to Lakewood, Oakmont, Rosemont, Parkwood, the Woodlands Commons, Center Court, The Arbor and the Transportation department.
- Palm Acres is a private neighborhood located just before the entrance to The Island. Palm Acres is not owned by Shell Point; however, Shell Point does own approximately 20 individual homes in the neighborhood for the provision of lifecare services to these Shell Point residents.
- The Island leads to all of the Garden Courts, the Midrises, Sundial, Harbor Court, The Village Church, The Pavilion, J. Howard Wood Medical Center, King's Crown, Employee Parking Garage, Facility Operations, Human Resources, Administration, Marina, Island Commons and much more.

CAMPUS, ONLINE INTERACTIVE MAP AND PRINTED MAPS

Shell Point's campus offers a wide array of neighborhoods with multiple amenities and features. To assist you in finding your way around the campus, Shell Point has provided a highly detailed, searchable, interactive map that can be found online at www.shellpoint.net/imap. You can also consult one of the three Concierge Desks for additional directions or printed maps of the master site plan, each neighborhood and various common spaces such as the Island Commons, Woodlands Commons and Coastal Commons.

COMMON SPACES AND MEETING ROOMS

There are four main hubs of activity on our campus: Island Commons, Woodlands Commons, Coastal Commons and Tribby Arts Center. In addition to the main hubs, there are a variety of meeting rooms and common spaces throughout the community. Activities and events are scheduled throughout the community in the various neighborhoods and spaces to allow Shell Point residents numerous opportunities to explore their community and discover its features and benefits. The interactive map of the community has a listing of all the meeting rooms, restaurants, services and more. Access this map online at www.shellpoint.net/imap. Residents are welcome to utilize the meeting rooms and common spaces at Shell Point for events that are for personal enjoyment or celebratory in nature such as court socials or a private family gathering such as a birthday party, family reunion or a wedding anniversary. For further information or to reserve a meeting room, please call the Woodlands Set Up Team (239) 671-0570 or Island Set Up Team (239) 454-2291.

ISLAND COMMONS

The Island Commons is located at the north end of the Island Circle. Here, you will find the Island Concierge Desk and a number of Resort Services staff to assist you. Also located in this area are the Shell Point Library, Egret Room, Osprey Room, and Resident Lounge where residents may gather informally to use the piano, pool table, Wii gaming system, TV and DVD player. The Concierge will gladly assist you with U.S. Postal Service purchases, Comings & Goings forms, copies and faxing, plus general information about Shell Point's weekly activities, fitness programs, travel opportunities, special events and more.

ISLAND CIRCLE AND COURTYARD

You will often hear residents and staff refer to the Island Circle or the Island Courtyard. These names encompass the large area that starts at the top of the circular fountain and include a large brick paved courtyard that connects a variety of amenities and features. Here you will find the Island Commons, the offices of the Legacy Foundation and Administration, the Island Salon and Spa, FineMark National Bank and Trust, the Social Center and two restaurants: The Crystal and the Island Café. The Crystal serves lunch and dinner, as well as a popular Sunday brunch. The Island Café is a casual restaurant that serves breakfast, lunch and dinner and is open seven days a week from 7 a.m. to 7 p.m.

ISLAND CREATIVITY CENTER

The Island's Creativity Center, commonly referred to as "the tunnel," is located on the lower level under the Island Commons. It houses the Island Fitness Center, Stamp Ministry, Art Studio, Gulf Coast Model Railroad ("Train Room"), Tarpon Room, UPS Room, Wood Shop and the Island Resident Computer Center. Information regarding these and other resident activities is available from the Concierge in the Island Commons.

FRIENDSHIP POINT ON THE ISLAND

Adjacent to the Island Commons is Friendship Point which offers a paved amphitheater overlooking the beautiful lagoon, frequently filled with dozens of manatees and an occasional dolphin or two. A raised stage provides the perfect venue for outdoor events, concerts and even weddings.

SERENITY COVE ON THE ISLAND

Serenity Cove is located behind the Island Commons and offers a beautiful parklike setting surrounding a large pond. Gently winding sidewalks curve through the manicured lawn. A wide raised porch outfitted with white rocking chairs overlooks the pond and provides the perfect setting for watching the sunset. The porch also serves as

a large stage for outdoor concerts in this attractive setting that also includes large picnic grounds, a croquet circle, shuffleboard courts, and a pickleball court. Restrooms are available nearby in the Fitness Center or Island Commons.

WOODLANDS COMMONS

The Woodlands Commons offers a Concierge Desk inside the main entrance to the building. The Concierge will gladly assist you with U.S. Postal Service purchases, Comings & Goings forms, copies and faxing, plus general information about Shell Point's weekly activities, fitness programs, travel opportunities, special events and more. Two restaurants are located just off the main living room and provide beautiful views of the boardwalk and lake beyond. The Palm Grill is open for lunch and dinner and provides an elegant, yet comfortable setting for residents to enjoy with their friends and family. Nearby is Blend, a casual setting that provides breakfast and lunch, as well as extensive coffee selections and gelato for those with a sweet tooth. Also located in this building are the offices of The Academy of Lifelong Learning, along with meeting rooms, lounges, the Resident Computer Center, Genealogy Library, and other recreational amenities available for residents. The Academy of Lifelong Learning offers a variety of continuing education options to residents. Upstairs is the Grand Cypress Room, a large meeting room that can seat approximately 200 people for various events.

CENTER COURT AT THE WOODLANDS

Across the street from the Woodlands Commons is Center Court. Here you will find four Har-Tru tennis courts, four pickleball courts, a large covered picnic area with ceiling fans, tables and chairs, a built-in grill for cookouts, and air-conditioned restroom facilities. The Bocce Court, the Friendly Dog Park, and resident gardens are also located nearby.

COASTAL COMMONS AT COASTAL LINKS

Coastal Commons in the Coastal Links neighborhood features a beautiful, two-story building overlooking Shell Point's championship 18-hole golf course. Coastal Commons provides a Concierge Desk just inside the main entrance. On the first floor you will find the Golf Pro Shop, the men's and women's locker rooms, the fitness center, aerobics room, and the Seagrape Salon & Spa, which offers complete salon and spa services. Upstairs is the Banyan Grille restaurant, which serves lunch and dinner. A large banquet room is also available for catered events and special functions. Outside is the Breezeway Café, which offers casual outdoor dining overlooking the golf course, plus the golf course cart storage, putting green and driving range.

THE TRIBBY ARTS CENTER

The 45,000 sq. ft. Tribby Arts Center features an array of fine and performing arts options for residents to enjoy. The state of the art, Connie Brown Theater seats 401 people and includes a mezzanine area and full stage. The center is home to various musical, theater, dance, and educational offerings. The center provides programming in the visual, performing, and literary arts. It also features three Art Galleries, Serendipity: the Shop at Tribby Arts Center, Box Office and coffee shop. Various studios are available for personal use and class space, such as dance, music, stained glass, painting, photography, pottery, quilting, drawing and writing. The center also includes a Literary Arts Library and Lounge. For more information call the Performing Arts Manager at (239) 225-2919.

PLACES NEAR SHELL POINT

For information about various businesses and services, as well as recreational and entertainment venues located near Shell Point such as shopping, beaches, grocery stores, parks, hospitals and other amenities, stop by any Concierge Desk to pick up a brochure that outlines these nearby facilities.

SECTION E

How Do We Live Successfully in a Community?

SECTION E - COMMUNITY LIVING, GENERAL RULES FOR COMMON GOOD

- Maintaining Shell Point's Culture and Harmonious Living
- Problem Resolution
- Solicitation and Fundraising
- Solicitation of Other Residents
- Solicitation of Outside Businesses or Vendors
- Official Community Fundraisers
- Philanthropic Gifts to Shell Point
- Benevolence Through The Village Church
- Community Walkathon Sponsorships
- Charitable and Corporate Sponsorships
- Politics
- Evangelizing
- Prohibited Public Activities
- Smoking, E-Cigarettes and Tobacco Use
- Firearms and Weapons
- Mutual Respect for Employees
- Tipping and Gifts to Employees
- Employee Performance Issues

How Do We Live Successfully in a Community?

SECTION E - COMMUNITY LIVING, GENERAL RULES FOR COMMON GOOD

MAINTAINING SHELL POINT'S CULTURE AND HARMONIOUS LIVING

As a faith-based community we desire to honor God in our actions and our relationships with each other. Our relationships at Shell Point are built on a foundation of mutual trust and respect in an atmosphere of cooperation, loving kindness, courtesy, compassion, integrity and common sense. This includes resident to resident, resident to management, and resident to employee. When there are inevitable differences of opinion, we encourage respectful input from those involved as we strive to make decisions that will be mutually beneficial for the greater good of all Shell Point residents, while maintaining the mission, culture and continued strength of the community. We ask each resident to sincerely participate in this process, so all residents may live in peace and harmony.

PROBLEM RESOLUTION

We encourage residents to utilize basic common sense in a spirit of cooperation and neighborliness to satisfactorily resolve issues not specifically covered by Shell Point policy or regulation. The Healthy Living Coordination department is available for clarification and consultation as desired and can be reached at (239) 454-2299.

SOLICITATION AND FUNDRAISING

Shell Point residents are generous by nature and often have questions regarding the fundraising policies in our community. Following are some basic guidelines regarding various scenarios. For further clarification, please contact the Executive Director of the Legacy Foundation at (239) 466-8484 or the Director of Marketing at (239) 454-2150.

SOLICITATION OF OTHER RESIDENTS

Door-to-door soliciting, use of internal mailboxes, court bulletin boards and telephone/email solicitation of any kind, by anyone, is not permitted at Shell Point. Each resident has a right to privately support any charity or personal cause they desire; however, they should not solicit their friends and neighbors at Shell Point - nor should they try to sell them goods or services in the same manner. Residents are requested to report violations of this policy to the Security Manager by calling (239) 454-2125.

SOLICITATION OF OUTSIDE BUSINESSES OR VENDORS

Residents are prohibited from soliciting donations from outside vendors or companies on Shell Point's behalf or in the name of Shell Point or one of its resident groups or clubs. This includes banks, restaurants, hair salons, retail shops, entertainment venues and the like. This also includes asking for sponsorships, financial donations, event catering, printing or other items. Any fundraising for Shell Point groups or clubs must be managed through the Resident Programming department and requires management approval.

OFFICIAL COMMUNITY FUNDRAISERS

There are five annual, community-wide fundraising campaigns that are resident-led and approved by the Residents' Council. Two of the campaigns benefit resident programs and include the Shell Point Library and the Pavilion Auxiliary Bakeless Bake Sale. Two of the campaigns benefit Shell Point employees and include the Employee Christmas Gift Fund and the Employee School Supply Fund Drive. Finally, the United Way was selected as the one campaign that would benefit an outside charitable group because it covers hundreds of organizations throughout the Southwest Florida region. For questions about the Library and Auxiliary fundraisers, please contact the Volunteer Coordinator at (239) 454-2290. For questions about the Employee Christmas Gift and School Supply drives, please contact Human Resources at (239) 454-2162. For questions about the United Way campaign, please contact the Executive Assistant in Administration at (239) 454-2156. Any other fundraising campaigns or philanthropic requests must go through and are managed by the Legacy Foundation.

SHELL POINT LIBRARY FUND DRIVE

The Shell Point Library Campaign is conducted once a year. This campaign helps fund the purchase of new books and materials throughout the year and your gift is tax-deductible. Residents receive one letter explaining the campaign, with a self-addressed return donation envelope. Additional information appears in that month's issue of *Shell Point Life* and on SPTV's *Shell Point Today*. Information is also available online at www.shellpoint.net. For information about the campaign, please contact the Volunteer Coordinator at (239) 454-2290.

PAVILION AUXILIARY BAKELESS BAKE SALE

The Pavilion Auxiliary's Bakeless Bake Sale is conducted once a year. The Auxiliary uses all proceeds to enhance the lives of residents and staff at the Larsen Pavilion and your gift is tax-deductible. Residents receive one letter explaining the campaign, with a self-addressed return donation envelope. Additional information appears in that month's issue of *Shell Point Life* and on SPTV's *Shell Point Today*. Information is also available online at www.shellpoint.net. For information about the campaign, please contact the Volunteer Coordinator at (239) 454-2290.

EMPLOYEE CHRISTMAS GIFT FUND

The Employee Christmas Gift Fund begins on October 1 and concludes at the beginning of December. Each year, the Residents' Council appoints a chairperson to oversee the campaign. Residents receive one letter in early October explaining the campaign, with a pre-addressed return donation envelope. As a courtesy, a second "reminder" letter is sent in November prior to the conclusion of the campaign. In addition to the two letters, information is also shared in *Shell Point Life* magazine and on SPTV's *Shell Point Today*, beginning no earlier than September. Shell Point employees receive the gift at a distribution event in early December. For more information, including answers to "Frequently Asked Questions," please go to www.shellpoint.net/christmasfund or contact Human Resources at (239) 454-2162. Instead of the one-time donation during the actual campaign dates, some residents prefer to divide their gift into 12 smaller payments, which are charged to their resident account. Contact the Finance department to establish a recurring gift or go online at www.shellpoint.net/christmasfund. Online gifts can also be set up as a one-time donation or for the monthly program.

EMPLOYEE SCHOOL SUPPLY FUND DRIVE

Each summer, a resident volunteer committee uses donated funds to purchase, assemble and distribute school supplies to the school-aged children and grandchildren of Shell Point employees. Residents receive one letter explaining the initiative. For additional information, please contact Human Resources at (239) 454-2162.

UNITED WAY CAMPAIGN

Although Shell Point is a nonprofit organization, Shell Point residents often have varied interests and involvement in many outside charities and nonprofit organizations. To consolidate the desire to "give back," the local United Way was selected because it reaches hundreds of deserving organizations throughout Southwest Florida. The United Way campaign is run once a year, in January, by the Residents' Council. Residents receive one letter explaining the campaign, with a self-addressed return donation envelope. For questions about the United Way campaign, please contact the Executive Assistant in Administration at (239) 454-2156.

PHILANTHROPIC GIFTS TO SHELL POINT

Shell Point is a nonprofit organization and many of the special programs provided within the community have been the result of generous gifts from residents or family members. All benevolent/philanthropic gifts to Shell Point, or one of its internal departments or resident groups, are handled by the Legacy Foundation to ensure that the donors will be properly thanked by letter and sent a receipt for tax purposes. For questions about benevolent gifts to Shell Point, please contact the Legacy Foundation at (239) 466-8484.

BENEVOLENCE THROUGH THE VILLAGE CHURCH

The Village Church is responsible for its various charitable activities within the church. In addition to normal gifts and tithes from its members, the church conducts a semi-annual Food Drive, Operation Christmas Child and other events.

COMMUNITY WALKATHON SPONSORSHIPS

Shell Point participates in several walkathons each year related to topics that relate specifically to seniors such as Alzheimer's disease, heart disease and cancer. All residents are welcome to participate, and no resident does any fundraising for these events. The participation fees for the Shell Point groups are paid for by the Community Thrift Store. Selection of which walkathons we participate in each year is coordinated between the Resident Programming department and Community Thrift Store. For additional information regarding the Community Thrift Store, please call (239) 225-6529. For information about the walkathons, please contact the Education and Wellness Manager at (239) 454-2254.

CHARITABLE AND CORPORATE SPONSORSHIPS

Shell Point occasionally provides donations or sponsorships to outside organizations as part of our corporate public relations efforts and/or corporate citizenship goals. These requests (from outside groups) should be directed to the Marketing department at (239) 454-2071.

POLITICS

Shell Point does not endorse or recommend any party or candidate to its residents or staff. Political campaign signage cannot be displayed in public view. Residents are asked to communicate in a civil and courteous manner at all times. Residents should refrain from forcing their opinions on others. Any group events involving political candidates or political presentations on Shell Point's campus (outside of your private residence) must be approved and coordinated by the Education and Wellness Manager at (239) 454-2254 and Director of Resident Programming at (239) 454-8244.

EVANGELIZING

As a faith-based nonprofit ministry of The Christian and Missionary Alliance, Shell Point welcomes people of all or no faith backgrounds. The Village Church is the center of organized religious activity for the community and is available to all who are interested in attending. Regardless of how well-meant the desire to share your faith with others, residents should be respectful and mindful of others' personal positions on the topic of faith.

PROHIBITED PUBLIC ACTIVITIES

Activities that include the consumption of alcohol and gambling are not permitted in any public areas or common spaces of Shell Point. Any public activity considered questionable should be reviewed with the Director of Resident Programming by calling (239) 454-8244.

SMOKING, E-CIGARETTES AND TOBACCO USE

Shell Point is a non-smoking, tobacco-free community, including independent living, assisted living, Connected Living, and skilled nursing, as of October 1, 2015. Residents understand that smoking tobacco products, marijuana or use of e-cigarettes (vaping) are not allowed within their residence, on a lanai or in the public areas or grounds of Shell Point. Residents with contractual agreements dated prior to October 1, 2015 are grandfathered in for exemption.

FIREARMS AND WEAPONS

No firearms, straight blade knives, folding knives, hazardous materials or other items commonly viewed as weapons will be permitted in any areas on Shell Point's campus other than a resident's independent residence, or stored out of sight in a locked vehicle with a required concealed weapons permit. All firearms and ammunition are required to be properly secured within resident's independent dwelling. If there are any occasions in which a resident presents a firearm or weapon outside their unit, or reveals/brandishes the weapon inside their unit while others are present, Shell Point will address the situation immediately.

MUTUAL RESPECT FOR EMPLOYEES

The friendly, family-like environment at Shell Point is based on mutual respect between residents and employees. An occasional "thank you" or other complimentary remark is greatly appreciated by employees. It boosts employee morale and helps us retain our valuable staff when employees are treated with respect, kindness and verbal gratitude.

TIPPING AND GIFTS TO EMPLOYEES

Most Shell Point employees are prohibited from accepting tips, gifts or discarded household or personal items from residents. Exceptions include employees who work in the Shell Point Salon & Spas, wait staff in the restaurants, housekeepers in the Guest House motel and bag handlers at the golf course. All employees are aware of this policy and understand that any violation may result in employment termination. Please do not jeopardize an employee's status by offering a gratuity or gift. Instead, residents may show their appreciation to employees by participating in the annual Employee Christmas Gift Fund, which is a collective gift

given by the residents to employees at Christmas. For information on the Employee Christmas Gift, please go to www.shellpoint.net/christmasfund.

EMPLOYEE PERFORMANCE ISSUES

If a resident should have a question or complaint about an employee's responsibilities or performance, please do not confront the employee directly. Please contact the employee's supervisor to discuss this issue in private. The supervisor will then take the appropriate steps to address the issue with the employee.

RESIDENT EMPLOYMENT

As a general guideline, employment of Shell Point residents within the community is prohibited. Limited exceptions to this policy may be made only with prior approval of Executive Management.

[illegible]

SECTION F

Information About My Home

SECTION F - RESIDENCES & NEIGHBORHOODS

- Resident Addresses, Mail/Package Delivery and Mailboxes in Each Court
- Absences From Shell Point
- “Resident Comings and Goings” form
- Preparing Your Home for an Overnight, Prolonged or Unplanned Absence
- Furnishings, Appliances and Components
- Decorations
- Refurbishment of Residences
- Construction Noise
- Maintenance Requests
- Guest Privileges and Use of Amenities
- Children Visiting Shell Point
- Courtesy To Neighbors
- Light Housekeeping – “Weekly Refresh”
- Laundry
- Trash Removal and Recycling
- Air Conditioning and Energy Conservation
- Telephone Service
- Cable Television and Radio Service
- SPTV Internal Television Channels (11*, 12, 13 only)
- Internet
- Technology Services
- Subletting of Residence
- Commercial Business In Residence
- Ad Valorem Tax – See Section N
- Homeowners and Rental Insurance – See Section L
- Pets
- Dog Park
- Transfer to Another Independent Residence
- Transfer to Assisted Living or Skilled Nursing
- Sale/Donation/Disposal of Resident Possessions
 - Gifts to Family and Friends
 - Appraisal and Removal
 - Residence Sales
 - Advertising in Shell Point Shopper
 - Donations to Community Thrift Store

(*Updating to Channel 8 with transition to Blue Stream channel lineup.)

Information About My Home

SECTION F - RESIDENCES AND NEIGHBORHOODS

RESIDENT ADDRESSES, MAIL/PACKAGE DELIVERY, AND MAILBOXES IN EACH COURT

As Shell Point's campus has matured over several decades, various changes by the post office and other regulatory agencies have created differences in how residential units are addressed, the location and size of mailboxes, and the delivery of mail and packages. Below is an overview of the general services available, followed by specific address information and postal guidelines for each neighborhood or building. For any additional information or assistance with mail or package delivery, please contact the nearest Concierge Desk.

SHELL POINT MAIL SYSTEM - INTERNAL MAIL

Shell Point has an internal campus mail system that may be utilized by residents for notes or letters to other Shell Point residents or to all of the various departments within the organization. No postage is required. Community-sponsored communications such as bulletins, notices, reminders, etc. will be placed in these numbered/labeled boxes for your convenience. This delivery service is available Monday through Friday. Items mailed at these locations will be delivered on the next regularly scheduled mail run. Shell Point's internal mailboxes are not to be used to distribute advertisements or solicitations without prior approval of Administration.

UNITED STATES POSTAL SERVICE - EXTERNAL MAIL

Regular mail is delivered by the U.S. Postal Service to resident mailboxes, Monday through Saturday. Outgoing mail may be placed in the resident's mailbox, or given to any Concierge to mail. Mail delivery and pick-ups usually occur any time after 10 a.m., Monday through Friday, excluding holidays. More information about U.S. Postal letter and package delivery to residents is described below in the specific neighborhood/court sections.

CONCIERGE DESK MAIL SERVICES

The Island and Woodlands Concierge Desks provide a variety of postal services including the sale of postage stamps, mailing letters and small packages, and sending certified or registered mail.

UNITED PARCEL SERVICE (UPS)

UPS parcels are delivered to individual residential addresses. For residents who would like to ship a package by UPS, there is a convenient UPS office available at Shell Point. It is open weekdays, from 10 to 11 a.m. throughout the year, and 10 to 11:30 a.m. during the first two weeks of December. This service is run by resident volunteers and is located in the Creativity Center (the “tunnel”) on The Island. Parcels must be in corrugated cartons and securely sealed; however, Shell Point’s UPS volunteers will gladly assist with packaging and have all of the materials necessary on hand. Shipping and service fees can be paid by check or by charging to your resident account. No cash will be accepted.

GARDEN COURTS ON THE ISLAND

Mailboxes for residents in the Garden Courts are located near the central courtyard. Please see the Moving Resources Manager or your Court Representative for the exact location of your internal and external mailboxes for the Garden Courts. U.S. Postal packages for residents in the Garden Courts are delivered Monday-Saturday. UPS packages for residents in the Garden Courts are delivered directly to the apartment.

Address Standard:

Resident Name
Residence Number and Name of Court
Fort Myers, FL 33908

Example:

Jane Doe
521 Periwinkle Court
Fort Myers, FL 33908

MIDRISES ON THE ISLAND – LUCINA, TURBAN, JUNONIA

Mailboxes for residents in the Midrises are located in the first floor lobby near the elevators. Please see the Moving Resources Manager or your Court Representative for the exact location of your internal and external mailboxes for the Midrises. U.S. Postal packages for residents in the Midrises are delivered to the actual residence. UPS packages for residents in the Midrises are delivered directly to the apartment.

Address Standard:

Resident Name
Residence Number and Name of Building
Fort Myers, FL 33908

Example:

Jane Doe
5901 Lucina
Fort Myers, FL 33908

HARBOR COURT ON THE ISLAND

Mailboxes for residents in Harbor Court are located in the lobby near the elevators. Please see the Moving Resources Manager or your Court Representative for the exact location of your internal and external mailboxes for Harbor Court. U.S. Postal packages for residents in Harbor Court are delivered to the actual residence. UPS packages for residents in Harbor Court are delivered directly to the apartment.

Address Standard:

Resident Name
Residence Number and Name of Building
Fort Myers, FL 33908

Example:

Jane Doe
3503 Harbor Court
Fort Myers, FL 33908

SUNDIAL ON THE ISLAND

Mailboxes for residents in Sundial are located in the lobby near the elevators. Please see the Moving Resources Manager or your Court Representative for the exact location of your internal and external mailboxes for Sundial. U.S. Postal packages for residents in Sundial are delivered to the actual residence. UPS packages for residents in Sundial are delivered directly to the apartment.

Address Standard:

Resident Name
Residence Number and Name of Building
Fort Myers, FL 33908

Example:

Jane Doe
2400 Sundial
Fort Myers, FL 33908

PALM ACRES

Internal mailboxes for Palm Acres are located at the Island Gate. It is recommended that residents check with the gatehouse on a regular basis. External U.S.P.S. mailboxes for Palm Acres are located at the foot of each driveway. U.S. Postal packages for residents in Palm Acres are delivered directly to the home. UPS packages for residents in Palm Acres are delivered directly to the home.

Address Standard:

Resident Name
House Number and Street Name
Fort Myers, FL 33908

Example:

Jane Doe
14850 David Drive
Fort Myers, FL 33908

LAKEWOOD, OAKMONT, ROSEMONT AND PARKWOOD IN THE WOODLANDS

Mailboxes for residents in The Woodlands are located in each building's lobby near the elevators. Please see the Moving Resources Manager or your Court Representative for the exact location of your internal and external mailboxes for Lakewood, Oakmont, Rosemont and Parkwood. U.S. Postal packages for residents in Lakewood, Oakmont, Rosemont and Parkwood are delivered to the actual residence. UPS packages for residents in Lakewood, Oakmont, Rosemont and Parkwood are delivered directly to the individual residence.

Address Standard:

Resident Name
Residence Number and Name of Building
Fort Myers, FL 33908

Example:

Jane Doe
10302 Rosemont
Fort Myers, FL 33908

EAGLES PRESERVE

Mailboxes for residents in Eagles Preserve are located in each building's lobby near the elevators. Please see the Moving Resources Manager or your Court Representative for the location of your internal and external mailboxes for Eagles Preserve. U.S. Postal packages for residents in Eagles Preserve are delivered to the actual residence. UPS packages for residents in Eagles Preserve are delivered directly to the individual residences.

Address Standard:

Resident Name
Residence Number and On Par Boulevard
Fort Myers, FL 33908

Example:

Jane Doe
16735 On Par Boulevard
Fort Myers, FL 33908

THE ESTUARY

Resident mailboxes for The Estuary are located at the entrance to the parking lot of The Cove. U.S. Postal packages for residents in The Estuary are delivered to the resident mailboxes at The Cove; however, larger packages are delivered to the actual residence. UPS packages for residents in The Estuary are delivered directly to the individual residences.

Address Standard:

Resident Name
Residence Number and Winding Way
Fort Myers, FL 33908

Example:

Jane Doe
19263 Winding Way
Fort Myers, FL 33908

THE ENCLAVE

Resident mailboxes for The Enclave are located at the entrance to the parking lot of The Enclave Community Room. U.S. Postal packages for residents in The Enclave are delivered to the resident mailboxes at The Enclave Community Room; however, larger packages are delivered to the actual residence. UPS packages for residents in The Enclave are delivered directly to the individual residences.

Address Standard:

Resident Name
Residence Number and Street Name
Fort Myers, FL 33908

Example:

Jane Doe
19263 Coastal Links Court
Fort Myers, FL 33908

KING'S CROWN ASSISTED LIVING

King's Crown mailboxes are located near the main entrance on the ground floor of the building. Please see the King's Crown Resident Relations Representative for the exact location of your internal and external mailboxes. UPS and U.S. Postal packages for residents in King's Crown are delivered to the front desk of King's Crown and delivered by King's Crown staff to the individual resident.

Address Standard:

Resident Name
Apartment Number and Building Name
Fort Myers, FL 33908

Example:

Jane Doe
2609 King's Crown
Fort Myers, FL 33908

THE ARBOR ASSISTED LIVING

Resident mailboxes in The Arbor are located near the fireplace lounge on the ground floor of the building. Please see the Arbor Concierge for the exact location of your internal and external mailboxes. UPS and U.S. Postal packages for residents in The Arbor are delivered to the Concierge Desk of The Arbor and delivered by Arbor staff to the individual resident.

Address Standard:

Resident Name
Apartment Number and Building Name
Fort Myers, FL 33908

Example:

Jane Doe
8121 Arbor Court
Fort Myers, FL 33908

THE SPRINGS ASSISTED LIVING

Resident mailboxes in The Springs are located on the ground floor of the building. Please see the Springs Concierge for the exact location of your internal and external mailboxes. UPS and U.S. Postal packages for residents in The Springs are delivered to the Concierge Desk and delivered by a Springs staff member to the individual resident.

Address Standard:

Resident Name
Building Number and Shell Point Plaza,
Apartment number-S
Fort Myers, FL 33908

Example:

Jane Doe
13901 Shell Point Plaza #215-S
Fort Myers, FL 33908

CONNECTED LIVING AT THE SPRINGS

All internal and external mail and packages for residents of Connected Living at The Springs are delivered to the front desk of the building and distributed by Connected Living volunteers to each resident.

Address Standard:

Resident Name
Connected Living at The Springs
13881 Shell Point Plaza
Fort Myers, FL 33908

Example:

Jane Doe
Connected Living at The Springs
13881 Shell Point Plaza
Fort Myers, FL 33908

LARSEN PAVILION SKILLED NURSING

All internal and external mail and packages for residents of the Larsen Pavilion are delivered to the building and distributed by a committee of Larsen Pavilion Auxiliary volunteers to each resident's room.

Address Standard:

Resident Name
Larsen Pavilion at Shell Point
15071 Shell Point Boulevard
Fort Myers, FL 33908
(Do not include room number.)

Example:

Jane Doe
Larsen Pavilion at Shell Point
15071 Shell Point Boulevard
Fort Myers, FL 33908
(Do not include room number.)

ABSENCES FROM SHELL POINT

There are a variety of circumstances where you might be away from your home at Shell Point for a period of time, whether it is a one-night or extended trip. Regardless, of the duration, there are certain things you should do when you are planning to be away for ANY period of time. Please follow the guidelines below when you plan to be away from Shell Point overnight.

“RESIDENT COMINGS AND GOINGS” FORM

When an overnight absence is anticipated for ANY reason or period of time, please complete a “Resident Comings and Goings” form, which is available at any Concierge Desk or online at www.shellpoint.net/services/comingsandgoings. This form includes: the dates of your absence, contact information in case of an emergency and other special instructions. Return the form to any Concierge Desk, send it via internal mail to the Call Center, or drop it off at either Security Gate. We ask, when possible, that you submit the Comings and Goings form at least three days in advance of your departure, especially when special instructions are involved that other departments need to be aware of. The appropriate departments at Shell Point will be informed of your absence. If you must leave Shell Point without advance notice and are unable to complete the form, please contact the Call Center at (239) 454-2190 and give them the information over the phone. It is imperative that Shell Point has the correct dates of your absence to ensure that the proper precautions or actions are taken in the event of a maintenance emergency in your building or residence while you are away. If you happen to return early, simply contact the Call Center at (239) 454-2190.

PREPARING YOUR HOME FOR AN OVERNIGHT ABSENCE

If you are just planning a single overnight absence, there are a few things you should do to prepare your apartment while you are away:

- Submit a “Resident Comings and Goings” form as described in previous paragraph – This is extremely important!
- Please notify your family of your plans so they know where you are and how to reach you.
- Consider notifying your Court Representative or a friend or neighbor regarding your plans.
- Adjust the thermostat to 76° Fahrenheit, during the warm weather months, and 68° Fahrenheit if absent during the winter months. These temperature settings are critical for the prevention of condensation, mildew and mold within the residence.
- Do not leave any water running in the sinks, bathtub, shower or washing machine.
- Make sure all lights and small appliances are turned off. Leave the refrigerator running, but make sure the doors are tightly closed. Do not leave the dishwasher or washing machine or dryer running.
- Tightly close all windows, but be sure to leave the blinds open slightly; especially on the upper floors.
- Lock your doors.
- If you have any questions about the information above, contact the Call Center at (239) 454-2190.

PREPARING YOUR HOME FOR A PROLONGED ABSENCE

If an absence will be longer than a few days or possibly months, please observe the following:

- Submit a “Resident Comings and Goings” form as described previously
– This is extremely important!
- Please notify your family of your plans so they know where you are and how to reach you.
- Consider notifying your Court Representative and/or a friend or neighbor regarding your plans. This is extremely helpful in the event of an emergency.
- Adjust the thermostat to 76° Fahrenheit if absent during the warm weather months, and to 68° Fahrenheit if absent during the winter months. These temperature settings are critical for the prevention of condensation, mildew and mold within the residence.
- Do not leave any water running in the sinks, bathtub, shower or washing machine.
- Make sure all lights and small appliances are turned off; unplug if possible. Do not leave the dishwasher or washing machine or dryer running.
- Leave your refrigerator turned on, but clean out the contents of the main compartment as well as the freezer. Dispose of all foods that can melt or spoil in the event of a power outage. Turn off the ice machine and dump out all of the ice.
- Tightly close and lock all windows, but be sure to leave the blinds open slightly; especially on the upper floors.
- Lock your doors.
- If possible, bring in decorations and small items from your open patio or porch.
- The maintenance department will perform periodic checks and scheduled preventative maintenance of the residence during any extended absence.
- If a resident fails to notify the Call Center of an extended absence, Shell Point reserves the right to periodically enter the residence to perform these inspections.
- If you have any questions about the information above, contact the Call Center at (239) 454-2190.

PREPARING YOUR HOME FOR AN ABSENCE IN THE EVENT OF A HURRICANE EVACUATION

In light of the fact that a hurricane could bring high winds and rain to our community, there are steps we can take to minimize potential damage. For information on how to prepare your home, car, garage, and boat in the event of a hurricane evacuation, please turn in this manual to Section O.

FURNISHINGS, APPLIANCES AND COMPONENTS

Each Shell Point residence comes with standard furnishings, appliances and components. Standard furnishings include coverings on the floors and windows, and wall paint. Additionally, each residence is equipped with standard appliances and components for which Shell Point assumes the responsibility of maintaining. The maintenance and/or replacement of any non-standard item is the responsibility of the resident. Any non-standard item must be identified and verified in writing by Shell Point and the resident. Residents may not physically alter, nor employ an outside contractor to physically alter, any component of a building's interior or exterior without prior approval from Shell Point's Facility Operations department. For further information, contact the Call Center at (239) 454-2190.

DECORATIONS

Residents may decorate their unit's interior to their liking in a manner that does not alter the floor plan or permanently damage the property. Front door decorations are limited to one item hung on the door with a wreath hanger. Door penetrations (such as a nail or screw) are not allowed as many doors are fire rated. Tape and other adhesive products which can remove paint are not allowed for hanging.

Independent living residences at The Woodlands, Eagles Preserve, The Estuary, The Enclave and Sundial must restrict exterior decorations within the covered front porch area and inside screened lanais. This includes potted plants, furniture, artwork, and decorations. Potted plants may not be grown up walls, over doors or around railings. Potted plants must be on the ground or table and may only cover $\frac{1}{4}$ of the total front porch area.

Independent living residences at Lucina, Turban, Junonia, Harbor Court and the Garden Courts must restrict exterior decorations to the screened lanais. This includes potted plants. As there is no separation between the front door and the common hallway in these buildings, the entry way is considered part of the common area emergency egress. Front doormats are not allowed in the common hallways at Lucina, Turban and Junonia as they could be a trip hazard in the common space.

Installation or affixing of plants or other artwork on the exterior walls of what are considered a common hallway of a Shell Point building is prohibited. Potted plants and/or other decorative items in the common

hallways cannot block routes of emergency egress as this would be in violation of fire safety codes. They may need to be removed without notification.

Installation of flowers or other ornamental plants, including container plants, into the landscape surrounding Shell Point buildings is prohibited.

At no time should nails, screws or other fasteners be used in a manner that would penetrate the exterior envelope (paint, stucco, doors) of the building.

Storage of items on covered entryways and lanais is not allowed.

Posting of signs in resident apartments facing the exterior is prohibited.

The intent of this guideline is to maintain design integrity and comply with stringent fire safety codes within public areas of the community. For any specific questions on building guidelines, please contact your Court Representative.

REFURBISHMENT OF RESIDENCES

Shell Point assists in maintaining residences through the provision of regularly scheduled housekeeping and maintenance services. Periodic refurbishment that may include painting, cleaning, and/or replacement of floor and window coverings, as determined by Shell Point, is available to residents in accordance with Administration's policies and procedures. For information, contact the Sales office at (239) 466-1131.

CONSTRUCTION NOISE

An unfortunate aspect of residential refurbishment is noise. Shell Point makes every effort to inform residents of upcoming construction, and to hold noise and disruption to a minimum. Your understanding is greatly appreciated.

MAINTENANCE REQUESTS

For any maintenance requests, contact the Call Center at (239) 454-2190. The Facility Operations staff will make every effort to assist with hanging pictures, connecting your television(s), replacing light bulbs, and any heating, air conditioning, plumbing or electrical problems. Shell Point will maintain all standard appliances and fixtures furnished in the residence. Residents requesting maintenance on non-standard items may utilize this service, but will be billed accordingly. Unsatisfactory conditions within the general court area/neighborhood should be discussed with the Court Representative. Shell Point reserves the right to determine when Facility Operations staff will make repairs, assign priorities and perform scheduled maintenance. Emergencies and unexpected changes in priorities take precedence over general maintenance requests. Facility Operations will make every effort to work within residents' schedules.

VISITORS

To avoid unnecessary delays at the main gate, residents are advised to notify Security in advance when a visitor is expected. Visitors are always welcome at Shell Point; however, in the interest of security, caution is routinely exercised in the admittance of non-residents to our property. Visitors entering the community are issued a Visitor's Car Pass, which is to be prominently displayed in the vehicle.

If a visitor indicates that a resident is expecting him/her without prior notification, the Security staff will attempt to contact the resident by phone. If the resident cannot be reached, the visitor will be denied access to Shell Point at that time.

Residents with visitors on a regular basis may obtain a form at any Concierge Desk and return it to the Security Supervisor. Regular visitors (limit 3) will be entered into our system at the gates and allowed access without prior notice. A Visitor's Car Pass for the vehicle will be issued for each visit. For any questions about Shell Point security, please contact the Security Manager at (239) 454-2125.

GUEST PRIVILEGES AND USE OF AMENITIES

Overnight visitors are welcome to enjoy the fellowship and many of the amenities of the Shell Point community. Residents may have overnight houseguests for short visits with a maximum stay of 15 days per visit. At least 10 days must elapse before the same person may return for another stay, with a maximum of 45 days per calendar year, per person. Use of Shell Point amenities by resident guests, such as the Guest House motel, pools and fitness facilities, are subject to the same timeframe limitations as stated above. Private-service providers such as home health workers or other personal contracted employees are not considered "houseguests" and may not use Shell Point amenities or recreational facilities. Any other guest privileges or accommodations are subject to review by Administration. Extra linen, towels and cots are available for an additional fee by calling the Call Center at (239) 454-2190.

CHILDREN VISITING SHELL POINT

Children visiting Shell Point residents should be supervised by adults at all times, especially when using recreational facilities and equipment. Guests using the fitness facilities must be at least 16 years of age. Remember that residents are responsible for the conduct of their guests. Please demonstrate courtesy to fellow residents by adhering to posted rules.

COURTESY TO NEIGHBORS

Kind discretion is requested at all times when playing radios, stereos, televisions, pianos, organs, etc., within a residence. As a general guideline, activities that could disturb or annoy neighbors should not be conducted before 9 a.m. or after 10 p.m.

LIGHT HOUSEKEEPING - “WEEKLY REFRESH”

Weekly light housekeeping service, including vacuuming of carpet, cleaning of bathroom fixtures, and cleaning of vinyl and tile floors, is provided to all occupied residences. For Island residents, housekeepers will also exchange fresh linens for soiled linens (item for item) at the time of housekeeping service. The Facility Operations Department establishes the housekeeping service schedule, which is configured to maximize efficiency. Assigned cleaning times are for scheduling purposes only, and are not intended to be an indication of the time a housekeeper must stay. On a periodic basis, Facility Operations staff will clean exterior windows and shampoo carpets. Residents desiring additional housekeeping service, beyond the standard service, may secure it at additional cost by calling the Call Center at (239) 454-2190.

LAUNDRY

Laundry rooms are conveniently located on each floor of the Garden and Midrise courts on The Island for the personal use of Shell Point residents and their guests. Since these facilities are used by other residents of the court, laundry should be removed promptly so others may use the facilities as needed. As a courtesy, please use the laundry facilities only between the hours of 8 a.m. and 10 p.m. In the interest of preserving the beauty of Shell Point, please do not hang clothing, towels or bathing suits in the laundry room, lanai, on balcony railings or outside the residence.

TRASH REMOVAL AND RECYCLING

All trash should be bagged and securely tied to prevent odors and pests. All trash doors must be kept tightly closed to prevent the spread of a possible fire. All courts have recycling receptacles for newspaper, glass and aluminum collection. All homes/villas have trash receptacles and recycling bins. Separating recyclables is no longer required and these items may be comingled in the blue recycling containers. For questions about the location or schedule for trash removal, please contact your Court Representative.

AIR CONDITIONING AND ENERGY CONSERVATION

Each residence is individually controlled for heating and cooling. The suggested thermostat setting on cold days is 73° to 75° Fahrenheit. For the warmer months, when cooling, the suggested setting is 76° Fahrenheit. Residents are required to keep windows and doors closed when heating or cooling. Please be aware that due to high humidity, windows should not be left open for extended periods of time. Damp air from outside can cause mold and mildew issues in residences.

TELEPHONE SERVICE

Residents are responsible for providing their own land line and/or mobile phones. For land lines, Shell Point has negotiated with Blue Stream Fiber for home phone service at a rate of \$19.95+taxes per month and consists of unlimited local and long-distance service (U.S., Puerto Rico, Guam, Canada, and the U.S. Virgin Islands). To set up service, contact Blue Stream support on Shell Point's dedicated Blue Stream customer service number at 772-213-9696. Blue Stream directly bills residents for home phone service.

Residents also have the option to purchase home phone service from phone over the internet (e.g., Ooma and MagicJack).

RESIDENTIAL TELEVISION AND WI-FI SERVICE

Shell Point has partnered with Blue Stream Fiber to deliver TV service to Shell Point residential units via an underground fiber optic network offering fast speed and reliability. The bulk service includes 145+ channels, including 50 music, 3 SPTV channels, On Demand programming, DVR, and mobile options and provided to residents at no charge. Additional upgrade packages including premium movie channels and sports packages can be purchased through Blue Stream and directly billed to residents. More information on channel lineups and upgrades are available on ShellPoint.net.

To purchase TV upgrades or for technical support contact the on-site Blue Stream Account Coordinator or call Blue Stream support on Shell Point's dedicated Blue Stream customer service number at 772-213-9696.

In addition to TV service, Blue Stream Fiber also delivers high speed internet to Shell Point's residential units.

Three tiers of service are available:

Residential Television and Wi-Fi Service: Tiers of Service		
Option 1 200 MB	Option 2 600 MB	Option 3 1 GB
Great for streaming, downloads, and photos.	Great for streaming, downloads, and high-quality photos on multiple devices at once.	Streaming in 4K or HD on multiple devices, connected smart home, and more.

To learn more about Shell Point's residential internet service, please visit ShellPoint.net. Shell Point also offers public Wi-Fi throughout the community.

TECHNOLOGY SERVICES

Shell Point residents may use services provided by the Technology Services department at an hourly fee. The technology Services Department specializes in computers, accessories, smartphones, and many other technological devices. Residents may request an appointment by calling (239) 454-2190.

SUBLETTING OF RESIDENCE

Due to the nature of Shell Point's lifecare agreement and assumed obligations on behalf of all its residents, subleasing, vacation rentals and unit swaps are not allowed.

COMMERCIAL BUSINESS IN RESIDENCE

In keeping with the residential nature of the Shell Point community, residents are prohibited from operating any type of commercial business from their Shell Point residence.

AD VALOREM TAX – SEE SECTION N

HOMEOWNERS AND TENANT INSURANCE – SEE SECTION N

PETS

A maximum of one dog or cat per residence is permitted in accordance with Shell Point's Pet Policy. It is the resident's responsibility to care for and register their pet. Guests with pets must follow Pet Policy guidelines, including weight restrictions. Dogs residing in all neighborhoods at Shell Point, with the exception of The Estuary, The Enclave and Palm Acres, must be 20 pounds or less. Dogs residing in The Estuary and The Enclave may weigh up to 55 pounds, and there is no weight limit for dogs residing in Palm Acres. Dog owners residing in either The Estuary, The Enclave or Palm Acres are prohibited from bringing their dogs, if they are over 20 pounds, into any other Shell Point neighborhood. Only service dogs are permitted in Shell Point restaurants. Assisted living facilities at Shell Point allow certain pets, with Administrative approval, as outlined in the Pet Policy. Current and prospective Shell Point residents who use, or seek to use, a service dog will need to refer to the "Accommodation Animal Addendum" of the Pet Policy, and will be asked to speak with the Director of Healthy Living. A full copy of Shell Point's Pet Policy may be obtained by contacting the Healthy Living Coordination department at (239) 454-2299.

DOG PARK

The Friendly Dog Park is located at The Woodlands, west of Center Court. Park amenities include water, shaded bench area and trash

receptacle. It is expected that residents and their guests will clean up after their pets. The park is open from dawn until dusk.

TRANSFER TO ANOTHER INDEPENDENT RESIDENCE

Residents considering a transfer to another independent residence are advised to consult the sales staff at the Welcome Center for specific policies and procedures.

TRANSFER TO ASSISTED LIVING OR SKILLED NURSING

Residents considering a transfer to assisted living or skilled nursing should contact their Healthy Living Coordinator. Healthy Living Coordinators are assigned to each court and will assist you in the process of moving through the continuum to a higher level of care. To contact your Healthy Living Coordinator, call the Healthy Living Coordination department at (239) 454-2299.

SALE/DONATION/DISPOSAL OF RESIDENT POSSESSIONS

When relocating, residents may have personal possessions they desire to sell or donate. In these instances, residents have the following options:

GIFTS TO FAMILY AND FRIENDS

If the resident so desires, any or all items may be given to family and friends who are not employees of Shell Point or otherwise restricted by current administrative policies.

APPRAISAL AND REMOVAL

Residents are free to contact local wholesale/retail dealers who can independently appraise and provide receipts for the purchase and disposition of designated items.

RESIDENCE SALES

A resident may elect to sell personal items to other residents within the confines of Shell Point at prices designated by the resident. Such items made available for sale to other residents within Shell Point must be maintained and displayed within the confines of the residence. No displays of items for sale shall be in public areas, including streets, sidewalks, walkways or porches. Residence sales may be advertised in the *Shell Point Shopper* up to six times per year. Residents are invited to post announcements or flyers on the general information bulletin boards located in the Island Commons and the Woodlands Commons. Non-residents shall not have access to such sales. Shell Point is not responsible for moving items sold during this process. For more information or questions regarding the sale or disposal of residents' possessions, please call (239) 454-2190.

ADVERTISING IN SHELL POINT SHOPPER

The *Shell Point Shopper* is a monthly bulletin listing items that are for sale by Shell Point residents. Only Shell Point residents and employees will have access to the advertised items. If a resident sells an item to an employee, the proper paperwork must be completed before the employee can take the item off the property. Residents may list items in this publication by submitting an ad to the Island Commons Concierge Desk (include your name) or via Shell Point mail to the Marketing Department: "Attention: Shopper". For more information call (239) 489-8462.

DONATIONS TO COMMUNITY THRIFT STORE

Any unwanted items may be donated to the Community Thrift Store. Shell Point, at its sole discretion, may utilize such items for the Community Thrift Store or other assigned uses. The appraised value for such items will be set by the resident and a receipt for tax purposes will be provided for such donations upon request. Additional details regarding the Community Thrift Store including a list of items that will not be accepted and the pick-up schedules are available at the Concierge Desks. Please do not call the Thrift Store regarding pick-ups. Call the Call Center at (239) 454-2190 to schedule a time for your items to be picked up.

[illegible]

SECTION G

Moving Around and Coming to a Stop

SECTION G – PERSONAL VEHICLES, PARKING, TRANSPORTATION, WATERCRAFT

PERSONAL VEHICLES

- Automobiles, Electric Automobiles, Smart Cars
- Licensing and Registration
- Bar Code Stickers
- Speed Limit
- Auto Service and Car Wash Facilities
- Golf Carts and Low-Speed Electric Carts
- Campers, Trailers and Motor Homes
- Bicycles and Tricycles
- Motorized Scooters
- Segways and Hoverboards

PARKING GUIDELINES

- Parking Management and Assignments
- Eligibility
- Second and Third Vehicles
- Golf Cart Parking
- Temporary or Shared Parking

PARKING GUIDELINES PER BUILDING, COURT OR NEIGHBORHOOD

- Garden Court Parking
- Midrise Parking
- Harbor Court Parking
- Sundial Parking

- Woodlands Parking
- Eagles Preserve Parking
- Estuary Parking
- Enclave Parking
- Palm Acres Parking
- King's Crown Parking
- Arbor Parking
- Springs Parking

WATERCRAFT – BOATS, *SUZY Q*, GUEST BOATERS, KAYAKS, CANOES

- Shell Point Marina and Boat Docks
- Marine Fuel Service
- Resident Boats
- *Suzy Q* – Shell Point's Community Pontoon Boat
- Visiting Non-Resident Boaters
- Kayaks and Canoes

GENERAL TRANSPORTATION

- Neighborhood Campus Transportation
- Shopping Bus
- Medical Bus
- Motorized Scooters on Buses
- Hospital Discharges
- Personal Transportation Service

Moving Around and Coming to a Stop

SECTION G - PERSONAL VEHICLES, PARKING, TRANSPORTATION, WATERCRAFT

PERSONAL VEHICLES

AUTOMOBILES, ELECTRIC AUTOMOBILES, SMART CARS

For the purpose of these guidelines, an automobile is defined as a vehicle that is street legal for speeds of 35 mph or greater and is operated by gas, electric battery power or a combination of both gas and electric fuel sources. At no time are vehicles that are defined as automobiles approved to be utilized on cart paths. Automobiles are not to be parked in golf cart parking spaces. Electric automobiles that require charging can use the community charging stations located on the Island between Sundial and the marina, at The Woodlands between Oakmont and Lakewood and at The Enclave in the parking lot near the swimming pool. Individual charging stations can be installed at the resident's expense in some buildings based on review and approval by the Shell Point staff. "Smart cars" are defined as automobiles and authorized to park in designated spaces in the parking garage areas.

LICENSING AND REGISTRATION

All residents must have a valid driver's license, and a current registration and license plate for their automobiles in order to drive on Shell Point roads. If licensing and registration are expired, or the resident is unable to operate the vehicle, the vehicle's owner is responsible to have their vehicle removed from Shell Point premises. Residents not adhering to this requirement are subject to having their vehicle removed and stored off property at their expense. Parking spaces may only be occupied by a resident-owned, licensed and registered vehicle.

BAR CODE STICKERS

Upon a resident's official arrival, a bar code decal will be assigned to their personal vehicle by Security. The decal triggers the gate to open at the Shell Point gated entrances for which that vehicle has been authorized. Bar code stickers cannot be placed on a nonresident vehicle (caregiver, family member, etc.). If a resident should sell his or her vehicle, the bar code will be deactivated and the bar code sticker should be removed.

SPEED LIMIT

The speed limit at Shell Point is 15 mph on perimeter and interior roadways, and 5 mph in parking areas and around the Island Circle. Please observe speed limits and stop signs for the safety of residents who may walk, bike or drive golf carts. Pedestrians have the right of way throughout the community.

AUTO SERVICE AND CAR WASH FACILITIES

Scotty's Service Station is located on The Island behind the Facility Operations building. It is open Monday through Friday from 7 a.m. to 4 p.m. for automotive and golf cart repairs including oil changes, batteries, tires, wiper blades and other maintenance and repair services. Call (239) 454-0200 for information or to schedule service. Car Wash facilities are available for resident use at no cost in a bay next to Scotty's Service Station on The Island. Another car wash facility is located near the Friendly Dog Park in The Woodlands.

GOLF CARTS AND LOW-SPEED ELECTRIC CARTS

For the purpose of these guidelines, a golf cart is defined as an electric battery-powered cart suitable for use on a golf course. The average size of a golf cart is 4 feet wide by 8 feet long by 6 feet high. All golf carts must be in good operating condition and a clean appearance. Please ride on the right side of the road with the flow of traffic when using a golf/motorized cart. Golf carts are not to be driven in inner court walkways or on the perimeter walkways. Please remember that pedestrians have the right of way. Golf carts and/or low-speed electric carts are not to be operated by anyone under 16 years of age on Shell Point property. Other electric-powered, low-speed carts (of speeds 25 mph or lower) may park in golf cart spots if authorized by the Parking Coordinator. Shell Point reserves the right to charge an electricity fee for low-speed electric carts. Golf carts and low speed electric carts are to be registered with the Parking Coordinator, who will issue an identification decal. If no identification is found on such modes of transportation, they will be removed from Shell Point property. The Parking Coordinator can be reached at (239) 454-2190.

CAMPERS, TRAILERS AND MOTOR HOMES

Shell Point does not permit the parking of campers, trailers, boat trailers, motor homes or RVs belonging to residents or guests in the community. The Parking Coordinator may grant exceptions to this policy; however, under no circumstances shall anyone be permitted to occupy a motorhome or RV overnight or leave a pet unattended within.

BICYCLES AND TRICYCLES

Bicycles and tricycles are to be registered with the Parking Coordinator, who will issue an identification decal. If no identification is found on such modes of transportation, they will be removed from Shell Point property. Please ride on the right side of the road with the flow of traffic when using a bicycle or tricycle. At night, please have a light in the front, and a red light or reflector in the back. When stopping to chat or admire a view, move completely off the roadway. Bicycles and tricycles are not to be driven in inner court walkways or on the perimeter walks. Bicycles must be kept in the bike racks not in a designated car or golf cart parking spot. Please remember that pedestrians have the right of way. The Parking Coordinator can be reached at (239) 454-2190.

MOTORIZED SCOOTERS

The parking and charging of motorized scooters can in no way alter egress and must be done in the residence, not in parking areas or other public areas. For information regarding motorized scooters contact the Healthy Living Coordination department at (239) 454-2299.

SEGWAYS AND HOVERBOARDS

Segways and hoverboards are for outdoor use only and cannot be used in courtyards, interior halls of buildings, or common spaces.

PARKING GUIDELINES

PARKING MANAGEMENT AND ASSIGNMENTS

It is the intent of Shell Point Retirement Community to provide, manage and assign designated parking for residents in a manner that is fair and sensible. While each individual's interests are represented, ultimately it is guided by the general interest of the greater Shell Point community. Parking space assignments for automobiles are administered by the Parking Coordinator, who maintains a master parking plan for Shell Point. New residents are provided a copy of Shell Point's parking guidelines as part of their orientation. While Court Representatives may provide helpful information to the Parking Coordinator for consideration regarding their Court, the Shell Point Parking Coordinator is ultimately responsible for ALL parking assignments in every neighborhood. Residents owning automobiles are assigned specific parking spaces upon initial entrance to Shell Point. Parking spaces (aside from those inside enclosed private garages) may only be used for parking designated vehicles such as automobiles or golf carts. Parking spaces may not be used for storage or other uses. Residents are requested to park only in their designated spaces. Because of limited parking space availability, residents are required to check with the Parking Coordinator before the purchase of any type of vehicle in order to ensure appropriate

parking arrangements. Under no circumstances may a handicap parking space be assigned to a resident. Handicap parking spaces on property must remain open to provide reasonable accommodation to anyone with a handicap parking decal. For any questions regarding parking, please call the Parking Coordinator at (239) 454-2190.

ELIGIBILITY

To be eligible for an assigned parking space, a resident must occupy the residence a minimum of four months per year and the automobile must be regularly driven by the resident. Residents who do not own an automobile will not be assigned a space. It should not be assumed that assigned parking will cover any other situation such as family, friend, private duty services or another resident. A parking space is no longer available for a resident who is not capable of legally driving their personal automobile due to forfeiture of a driver's license. Vehicle(s) owned by a resident who can no longer drive must be removed from Shell Point. Shell Point reserves the right to tow such vehicles to a holding area at the resident's expense.

SECOND AND THIRD VEHICLES

Residents (individuals or couples) are eligible for one assigned automobile space for their personally owned vehicle. A second automobile that is regularly used will not receive a parking assignment and will use guest parking where available. If a resident owns a third automobile, boat trailer, RV or oversized vehicle, parking must be secured off property at the resident's expense. Collections of hobby and antique cars must be stored off property at the resident's expense.

GOLF CART PARKING

Automobiles and bikes are not to be parked in golf cart parking spaces and the golf cart space can not be used for storage. Golf cart parking spaces are available according to a golf cart parking master plan. If a golf cart space is not available, an automobile space would then be assigned for golf cart use to a resident who no longer owns an automobile. The arrangement will be considered temporary until an approved golf cart parking space becomes available. At that time, the golf cart will be transferred to that available golf cart parking space. In addition, no enhancements will be made to the automobile parking space to accommodate the golf cart. The automobile parking space will be left as is, with no addition of electrical outlets or changes to the parking bumper or road striping. In all cases, priority will be given to automobile parking. At no time is a resident to take delivery of a golf cart without having an assigned space for the vehicle. Should this occur, Shell Point will have the right to remove the golf cart from the premises at the expense of the resident after Shell Point has exercised reasonable efforts to contact the resident.

TEMPORARY OR SHARED PARKING

Temporary parking in another resident's assigned space may be arranged directly between the two residents. Shell Point does not assume responsibility in such an arrangement. A resident should notify the Court Representative, or the resident of an assigned space, should they use a parking space they are not assigned. The vacated space shall then be assigned as a Temporary Resident/Visitors Parking space.

PARKING GUIDELINES PER COURT OR NEIGHBORHOOD

GARDEN COURT PARKING

Residents of The Island will be assigned a primary parking space as close to the court as possible. Each apartment is entitled to one assigned parking space upon availability. A resident may be assigned a primary space in another court until a space becomes available in their court. In such cases, a resident will be automatically assigned the first available space in their court, and will be required to move their vehicle to that space. In this situation, only an automobile will be assigned to a regular automobile space in the other court, not a golf cart. The Parking Coordinator will notify the resident of any change. Each court has a limited number of visitor spaces available for guests.

MIDRISE PARKING

Based on availability, a resident of the Midrises is eligible for one assigned covered space for either an automobile or a golf cart. If a resident owns both an automobile and golf cart, it is possible that only one of those vehicles will be assigned a primary covered space under the building.

HARBOR COURT PARKING

Based on availability, a resident of Harbor Court is eligible for one assigned covered space for either an automobile or a golf cart. If a resident owns both an automobile and golf cart, it is possible that only one of those vehicles will be assigned a primary covered space under the building.

SUNDIAL PARKING

Based on availability, a resident of Sundial is eligible for one assigned covered space for either an automobile or a golf cart. If a resident owns both an automobile and golf cart, it is possible that only one of those vehicles will be assigned a primary covered space under the building.

WOODLANDS PARKING

Residents (individuals or couples) are eligible for and will be assigned one covered parking space for a vehicle and one covered parking space for a golf cart. If a second automobile is owned, it cannot be parked inside the garage or under covered parking but can be parked in any available parking space outside the building. If a resident owns a third automobile, boat trailer, RV or oversized vehicle, parking must be secured off property at the resident's expense. Each building has a number of uncovered visitor spaces available for guests.

EAGLES PRESERVE PARKING

Every unit is assigned a primary parking spot in a garage or under covered parking. Residents (individuals or couples) with assigned private garages may park a vehicle and golf cart in the garage. If a second automobile is owned, it cannot be parked inside the garage or under covered parking but can be parked in any available marked parking space outside the building. If a resident owns a third automobile, boat trailer, RV or oversized vehicle, parking must be secured off property at the resident's expense. Each court has a limited number of visitor spaces available for guests. Garages are intended to serve as shelter for automobiles; however, all items stored in the enclosed garage shall be 18 inches below the finished ceiling of the garage. The fire sprinkler head, if present, shall not be blocked in any fashion nor shall any item be suspended from the sprinkler head. No additional electrical outlets shall be added to the interior of the garage. No fuels, gasoline, propane or other fuel sources shall be stored in the garages. Use of power tools in the garages should be limited to hand-held tools. Overhead garage doors shall not be left in an open position unless occupied. The entry door from the garage to the main building shall not be propped open, nor shall the lock be defeated in any fashion. Items may not be stored in open covered car ports or golf cart parking areas. Parking spaces (aside from those inside enclosed garages) may not be used for storage or other uses. Parking spaces are for automobiles or golf carts parking only.

ESTUARY AND ENCLAVE PARKING

Residents will use their attached private garages and driveways for parking. Garages are intended to serve as shelter for automobiles; however, all items stored in the enclosed garage shall be 18 inches below the finished ceiling of the garage. The fire sprinkler head, if present, shall not be blocked in any fashion nor shall any item be suspended from the sprinkler head. No additional electrical outlets shall be added to the interior of the garage. No fuels, gasoline, propane or other fuel sources shall be stored in the garages. Use of power tools in the garages should be limited to hand-held tools. Overhead garage doors shall not be left in an open position unless occupied. The entry door from the garage to the main building shall not be propped open, nor shall the lock be defeated in any fashion.

PALM ACRES PARKING

Residents will use their attached private garages and driveways for parking. Additional guests may park in the driveway or along the road as appropriate.

KING'S CROWN PARKING

Based on availability, a resident of King's Crown is eligible for one assigned covered space for either an automobile or a golf cart. If a resident owns both an automobile and golf cart, it is possible that only one of those vehicles will be assigned a primary covered space either under the building or in the designated parking in front of the building.

ARBOR PARKING

Based on availability, a resident of The Arbor is eligible for one assigned covered space for either an automobile or a golf cart. If a resident owns both an automobile and golf cart, it is possible that only one of those vehicles will be assigned a primary covered space either under the building or in the designated parking in front of the building.

SPRINGS PARKING

Based on availability, a resident of The Springs is eligible for one assigned covered space for either an automobile or a golf cart. If a resident owns both an automobile and golf cart, it is possible that only one of those vehicles will be assigned a primary covered space either under the building or in the designated parking in front of the building.

WATERCRAFT – BOATS, *SUZY Q*, GUEST BOATERS, KAYAKS, CANOES

SHELL POINT MARINA AND BOAT DOCKS

Shell Point has 60 deep-water boat slips with water and electric hook-ups that offer immediate access to the Caloosahatchee, just moments away from the Gulf of Mexico. Shell Point residents who personally own a boat can register for a free boat dock through the Shell Point Dock Master by calling (239) 308-8242.

MARINE FUEL SERVICE

Fuel service is available through Lee County Fuels, which will deliver marine fuel with a minimum of 50 gallons. Contact www.leecountyfuels.com or call (239) 673-7850.

RESIDENT BOATS

Shell Point has boat dockage available on a space-available basis for boats that are owned and operated by Shell Point residents. Boat owners must follow guidelines outlined in the Shell Point Boat Owner's Manual. Purchase and sale of boats should be reported to the Island Commons Concierge Desk. Neither guests nor residents are permitted to live aboard boats while using the boat docks. Questions concerning boats or dock space may be directed to the Dock Master at (239) 308-8242.

SUZY Q – SHELL POINT'S COMMUNITY PONTOON BOAT

Shell Point's own community pontoon boat, the *Suzy Q*, provides residents an opportunity to enjoy numerous excursions including narrated nature tours throughout the waterways that surround Shell Point, trips to local restaurants and beaches, or to set sail at dusk for a scenic sunset. Run by a licensed and experienced captain, this USCG-approved vessel is an amenity to be enjoyed by residents and their guests. Residents with prior boating experience operate as first mate to the licensed captain on this Coast Guard-certified vessel. Narrators ride aboard the vessel and present fun facts, history, and stories about nature and the surrounding Southwest Florida area. Residents and employees can also book the boat for private functions. Learn more or sign up at any Concierge Desk.

VISITING NON-RESIDENT BOATERS

Guests are welcome to visit Shell Point by boat at no charge; however, they must register their visit in advance by contacting the Dock Master. Upon arrival, the Dock Master will greet the boater, assist with docking and provide basic information about the community. Guest boaters are welcome to enjoy a meal in one of the restaurants, play a round of golf, or visit the Welcome Center for information. All guest boaters must register with Island Security upon docking. For more information, please contact the Dock Master at (239) 308-8242.

KAYAKS AND CANOES

A limited number of kayak and canoe storage slips are available on The Island at no fee. Contact the Dock Master at (239) 308-8242 for availability. Kayaks, paddleboards, canoes and other personal watercraft can be rented from Fun 'N' Sun Beach and Bike Rentals by calling (239) 728-7564. Fun 'N' Sun Beach and Bike Rentals will deliver and pick up the rented equipment at Shell Point as part of the rental service. There is a limited number of kayaks that belong to Shell Point that can be checked out at the Guest House.

FISHING CHARTERS

Fishing Charters that depart from the Shell Point Marina can be booked through a private company. For information on booking a Fishing Charter from Shell Point Marina, please contact any Concierge Desk.

GENERAL TRANSPORTATION

NEIGHBORHOOD DRIVER ON DEMAND (DOD) TRANSPORTATION

Regularly scheduled transportation is provided during normal business hours within designated areas of Shell Point Retirement Community at no fee. Transportation information is available at the Concierge Desks or online at www.shellpoint.net/transportation. Additional bus services are provided during special community events, concerts and church services.

SHOPPING BUS

Shopping bus schedule is available at the Concierge Desks or online at www.shellpoint.net/transportation. Shopping bus services are offered two days a week at no fee.

MEDICAL BUS

If a resident has an appointment scheduled outside of Shell Point, within the Fort Myers area, a Shell Point medical bus is available for transportation services five days a week. Appointments must be made 48 hours in advance when scheduling off-campus appointments. When scheduling off-campus appointments, please make the appointments between 9:30 a.m. and 11 a.m. for morning appointments, and 1:30 p.m. and 3 p.m. for afternoon appointments. This provides ample time for the appointment and return to Shell Point. Medical Bus transportation service is intended for routine appointments only, not for extensive examinations or surgical procedures. (If you need this type of transportation, please coordinate Personal Transportation Service.)

To schedule Medical Bus transportation, please call any of the Concierge Desks. Provide the appointment date and time, and the name, address, and telephone number of the physician/facility being seen. Always check with the physician's office for the correct address because many have local satellite facilities. Please state if resident is ambulatory or requires a wheelchair, walker or cane. If a companion or family member will be accompanying the patient, please advise the concierge when scheduling the transportation. The medical bus driver will contact the resident the day before their appointment to verify the proper time and location for pick-up. Please state if a wheelchair is required. If a companion will accompany the resident, please advise the concierge when scheduling transportation.

There is a fee for medical transportation, which is charged to the resident's monthly billing statement. Alternate medical transportation and companion support may be available through Shell Point Home Care by appointment. There are also several commercial companies that provide specialized services that may be covered by Medicare or insurance.

3 WHEELED MOTORIZED SCOOTERS ON SHELL POINT BUSES

For your safety and the safety of the driver, residents may not be seated in a 3 wheeled motorized scooter when the Shell Point bus is in motion. All residents must transfer to a seat. If unable to transfer without assistance, the resident must have an aide or family member accompany them on the bus to assist.

HOSPITAL DISCHARGES

Shell Point has contracted with Gulf Care Transport to handle any Lee County Florida hospital discharge request until 7 p.m. The charges for this service will appear on your Shell Point statement. Please contact them at (239) 288-4741 for pick up or contact the Call Center at (239) 454-2190.

PERSONAL TRANSPORTATION SERVICE

Personal one-on-one transportation services are offered to medical appointments, airports, hospital visits, shopping trips, ports of call, etc. Personal transportation service hours are 8 a.m. to 8 pm. seven days a week based on resources. A fee will be charged to the resident's monthly billing statement. Limited resources are available after hours or on holidays for an additional fee of \$15 per hour. Reservations may be made online at www.shellpoint.net/transportation/personal or by calling (239) 433-7959 72 hours in advance.

[illegible]

SECTION H

Let's Have Fun! Places To Go, Things To Do, People To Meet!

SECTION H - RESIDENT PROGRAMMING, AMENITIES, COMMON BUILDINGS

- Resident Programming Description
- Resident Programming Philosophy and Shell Point's Culture
- Maps for Common Spaces and Meetings Rooms
- Reserving a Meeting Room – see Section K
- Tables and Chairs for Use in Your Home – see Section K
- Volunteer Opportunities and Groups
- Amenities
- Intellectual Pursuits
- The Academy of Lifelong Learning
- The Tribby Arts Center
- Libraries
- Genealogy Library
- Computer Centers
- Games
- Hobby and Activity Groups
- Group Travel and “On The Go” Trips
- Wood Shop
- Spiritual Programming, Religious Services, The Village Church

Let's Have Fun! Places To Go, Things To Do, People To Meet!

SECTION H - RESIDENT PROGRAMMING, AMENITIES, COMMON BUILDINGS

RESIDENT PROGRAMMING DESCRIPTION

Resident Programming is a department of creative professionals dedicated to providing a broad array of social, recreational, intellectual, cultural and spiritual opportunities to enhance the lifestyle of Shell Point residents in this resort-style community. Resident Programming oversees various resident services such as Concierge Desks, The Academy of Lifelong Learning, Fine and Performing programs, Special Events, Volunteer and Activity Groups, LifeQuest, Wellness and Fitness programs, and a variety of events and activities planned throughout the year.

RESIDENT PROGRAMMING PHILOSOPHY AND SHELL POINT'S CULTURE

Shell Point's faith-based culture serves as a helpful guide for the planning and creation of lifestyle programs and activities here in our community. All activities organized through the Resident Programming department are for the use and benefit of all Shell Point residents and reflect the values of the organization and its mission.

MAPS FOR COMMON SPACES AND MEETING ROOMS

There are four main hubs of activity on our campus: Island Commons, Woodlands Commons, Coastal Commons and Tribby Arts Center. In addition to the main hubs, there are a variety of meeting rooms and common spaces throughout the community. Various activities and events are scheduled throughout the community to allow Shell Point residents numerous opportunities to explore their community and discover its features and benefits. To assist you in finding your way around the campus, Shell Point has provided a highly detailed interactive map that can be found online at www.shellpoint.net/imap. You can also consult one of the two Concierge Desks for additional directions or for various printed maps of the master site plan, community walking paths and common spaces. For information on utilization of common spaces and/or booking a meeting room, please see Section K.

RESERVING A MEETING ROOM – SEE SECTION K**TABLES AND CHAIRS FOR USE IN YOUR HOME – SEE SECTION K****VOLUNTEER OPPORTUNITIES AND GROUPS**

Volunteers play a vital role at Shell Point and there are many opportunities for serving fellow residents. Shell Point residents have many meaningful opportunities to contribute a lifetime of accumulated wisdom, experience and compassion on a volunteer basis within the community. Only Shell Point residents are permitted to serve as volunteers throughout the community. For additional information regarding Volunteer Opportunities at Shell Point or to become a volunteer, please contact the Volunteer Coordinator at (239) 454-2290 or go to www.shellpoint.net/volunteer.

AMENITIES

FITNESS CENTERS

There are four fitness center locations at Shell Point: the Coastal Commons Fitness Center, Island Fitness Center, Woodlands Fitness Center, and Eagles Preserve Fitness Center. Fitness centers are provided for Shell Point residents, their families and guests 16 years of age. For safety reasons, we ask that residents use the buddy system as fitness centers are unsupervised. Appropriate closed-toe shoes and modest attire are required. Group fitness class schedules are provided in each fitness center and at any of the Concierge Desks. Call the Fitness Supervisor at (239) 454-2107 for more information on classes and/or personal training. It is highly recommended that anyone wishing to participate in any fitness-related activity or those new to exercise seek prior approval from their physician. Residents should accompany their guests when using the fitness centers and encourage their guests to be responsible in following guidelines specific to those areas.

SWIMMING POOLS

Shell Point has five swimming pools for resident use: the LifeQuest Aquatic Center on The Island, The Woodlands pool, Eagles Preserve pool, The Estuary pool and The Enclave pool. These pools may be enjoyed by residents and guests from dawn to dusk and are heated for year-round use. Because there is no lifeguard on duty, do not swim alone and please use the buddy system. Please shower before entering the water and observe all posted rules and regulations (which are strictly enforced). No children (age 12 and under) are allowed in the pools unless accompanied by an adult. Small children must wear protective undergarments while swimming. Residents should accompany their guests when using the pools and encourage their guests to be responsible in following guidelines specific to those areas.

SHUFFLEBOARD

The shuffleboard courts are located at the south end of Serenity Cove on The Island. Equipment may be found in the equipment storage shed adjacent to the courts. Please read all guidelines provided in the equipment shed.

TENNIS/RESERVING COURTS

There are four Har-Tru tennis courts located at Center Court in The Woodlands. These may be reserved by going online to www.shellpoint.net and clicking on COURTS under the SECURE menu. The courts are available to reserve on a first-come, first-served basis, except for Shell Point-scheduled play, lessons or tournaments. Appropriate attire and court shoes are required for play.

PICKLEBALL/RESERVING COURTS

There are four pickleball courts located at Center Court in The Woodlands and one pickleball court located on The Island. These may be reserved by going online to www.shellpoint.net and clicking on COURTS under the SECURE menu. The courts are available to reserve on a first-come, first-served basis, except for Shell Point-scheduled play, lessons or tournaments. Appropriate attire and court shoes are required for play.

TABLE TENNIS

Table tennis is available in the Manatee Room on The Island and the Sabal Room in the Woodlands Commons. The schedule is available at the Concierge Desks.

CROQUET

Croquet is available at Serenity Cove on The Island for both open play as well as regularly scheduled play. Residents may use the equipment stored in the equipment shed located nearby.

BOCCE

Bocce (lawn bowling) is available at The Woodlands with regular weekly play. The equipment can be found in the storage box located at the bocce courts for use during unscheduled times.

WALKING

Walking is a favorite resident pastime. Shell Point has lighted walkways circling the lake at The Woodlands, the Eagles Preserve neighborhood, The Estuary, The Enclave and the perimeter of The Island. It is advised to use the designated walkways when walking throughout the property.

After dark, wear light-colored, reflective clothing and carry a flashlight. When walking on the roadway, please walk on the left side, facing the flow of traffic. When stopping to chat or admire a view, please move completely off the roadway. A map showing trails is available at each Concierge Desk.

BIKING

A 1.9 mile, paved pedestrian/bicycle path parallels Shell Point Boulevard and connects with a path that continues along Summerlin Road for 11 miles. There is also a paved pedestrian/bicycle path on the east side of Shell Point Boulevard from The Woodlands to Palm Acres when traveling to The Island. Golf carts and bicycles may be used on this path. Use caution when crossing intersections and note that the Shell Point golf course is not a designated walking or biking path. Golf carts should show courtesy when approaching bicycles and pedestrians by pulling off the path to allow safe passage. Golf carts and bicycles are not allowed on Shell Point neighborhood sidewalks.

GOLF

Shell Point Golf Club features an 18-hole championship golf course, which is open to residents as well as the public. It includes a driving range, putting and chipping green, and a fully stocked Golf Shop. Rental sets are available, as well as lessons and clinics that are conducted by our PGA professionals. Appropriate golf attire is required. To reserve tee times or for more information, visit www.shellpointgolf.com or call (239) 433-9790.

GARDENING

A limited number of garden plots are available to Shell Point residents. These plots are located on The Island and in The Woodlands. Residents who have been assigned a plot are responsible for all maintenance and upkeep of their designated plot including, but not limited to, tilling, fertilizing, weeding and harvesting. As a courtesy to other gardeners and the general beauty of Shell Point, please keep gardens weeded and neat. Helpful information about organic gardening and environmentally-safe practices have been assembled by The Green Team. This information is available at the Island Concierge Desk. Arrangements for securing a garden plot may be made by contacting the Hospitality and Amenities Coordinator (239) 454-2121. Volunteer opportunities for residents with a green thumb are available through the Butterfly Habitat, the Orchid House and the Rose Garden. Please contact the Volunteer Coordinator at (239) 454-2290 for more information.

INTELLECTUAL PURSUITS

THE ACADEMY OF LIFELONG LEARNING

An award-winning continuing education program, The Academy of Lifelong Learning provides residents a well-rounded and year-round curriculum of educational opportunities to both teach and learn. With many classes to choose from each month, residents will find something to suit their own interests. To register for classes, visit www.shellpoint.net/academy or call 454-2272 for more information.

THE TRIBBY ARTS CENTER

The 45,000 sq. ft. Tribby Arts Center features an array of fine and performing arts options for residents to enjoy. The state of the art, Connie Brown Theater seats 401 people and includes a mezzanine area and full stage. The center is home to various musical, theater, dance, and educational offerings. The center provides programming in the visual, performing, and literary arts. It also features three Art Galleries, Serendipity: the Shop at Tribby Arts Center, Box Office and coffee shop. Various studios are available for personal use and class space, such as dance, music, stained glass, painting, photography, pottery, quilting, drawing and writing. The center also includes a Literary Arts Library and Lounge. For more information call the Performing Arts Manager at (239) 225-2919.

LIBRARIES

The Shell Point Library is located in the Island Commons. It is an 8,000-volume library that includes large-print books, newspapers, periodicals, audio cassettes, videos, CDs and DVDs. The library is open Monday through Saturday from 9:30 a.m. to 3:30 p.m., and Sunday from 2 p.m. to 4 p.m. The library is staffed entirely by Shell Point resident volunteers. If a resident would like to volunteer, please contact the Volunteer Coordinator at (239) 454-2290. In addition to the main library, there are six other libraries on campus including the three assisted living facilities, the Larsen Pavilion library and Pavilion Auxiliary book cart. The Village Church Library is also available to all residents.

GENEALOGY LIBRARY

The Genealogy Library, located in the Woodlands Commons, is sponsored by the Shell Point Library. It contains numerous books, periodicals and computer materials for researching family roots. Proctors are also available to assist. Membership in the Shell Point Genealogical Society is open to all residents, including beginners and experienced genealogists.

COMPUTER CENTERS

Computer centers are located in the Island Commons and in the Woodlands Commons. The Academy Teaching Computer Lab is located in the The Island's Creativity Center, commonly referred to as "the tunnel." Contact the Academy for more details. Check the *Weekly Reminder* for hours of operation. Residents must accompany any guest wishing to use the computer centers.

GAMES

Residents who wish to play bridge, Scrabble, cards, Mah-Jongg or learn about gaming activities are encouraged to visit the Concierge Desks at the Island Commons or Woodlands Commons. Group information is available in the *Weekly Reminder* and *Shell Point Life*. Various board games, puzzles are also available for your enjoyment at both locations.

HOBBY AND ACTIVITY GROUPS

Activities and groups are formed according to resident interest. Activities and groups are led by resident volunteers, with staff support from the Resident Programming department at (239) 454-2046. Information on these groups can be found in *Shell Point Life* magazine, the *Weekly Reminder*, SPTV's Channel 11* – Shell Point Today, or stop by any Concierge Desk for more details, or go to www.shellpoint.net/activitygroups.

GROUP TRAVEL AND "ON THE GO" TRIPS

In addition to the wide array of resort-style amenities offered within the Shell Point community, Shell Point also offers residents the chance to experience new and exciting travel opportunities. This includes everything from monthly dining and cultural excursions, local professional sporting events, nature and beach day trips, and educational field trips to exciting group trips and exotic cruises around the world. For more information about these trips, contact any Concierge Desk.

WOOD SHOP

The Shell Point Wood Shop is located in the Creativity Center on The Island. The Wood Shop is designed to offer residents a recreational outlet combined with the opportunity to refine their skill and ability in woodworking. Residents interested in becoming an active member should see the Wood Shop Coordinator. Basic safety guidelines, as established by the Wood Shop Committee, must be strictly followed. Many members of the Wood Shop Committee also perform various woodworking and related repair projects for residents. Residents are responsible for all costs associated with these projects. For further information call (239) 454-2183.

(*Updating to Channel 8 with transition to Blue Stream channel lineup.)

SPIRITUAL PROGRAMMING, RELIGIOUS SERVICES, THE VILLAGE CHURCH

In light of Shell Point's affiliation with The Christian and Missionary Alliance denomination, religious services held in public areas within Shell Point are sponsored by The Village Church, which is conveniently located on Shell Point's campus. The Department of Spiritual Services Chaplain coordinates religious services in the skilled nursing facility.

THE VILLAGE CHURCH

The Village Church exists to serve the spiritual needs of all residents and the general public. Everyone is welcome to worship at the services held throughout the week. The pastoral staff offers spiritual counseling regardless of church membership. As an accredited church of The Christian and Missionary Alliance, The Village Church is not subsidized by Shell Point revenues. For further information about The Village Church, go to www.villagechurchshellpoint.org.

Regularly scheduled services at The Village Church are:

Christian Life Studies – 9 a.m. Sunday

Morning Worship – 10 a.m. Sunday (broadcast live on SPTV Channel 13)

Evening Worship – 6 p.m. Sunday

Prayer Service – 6 p.m. Wednesday

Please see the church website for other special activities.

[illegible]

[illegible]

SECTION I

Special Services for Your Convenience

SECTION I - CONCIERGE DESKS, SPECIAL SERVICES, ONSITE BUSINESSES

- 24-Hour Call Center
- Concierge Desk Locations
- Concierge Desk Services and Information
- Dry Cleaning Pick Up and Delivery
- Seamstress and Alterations
- Travel Services
- Jewelry Repair Services
- Legacy Foundation
- FineMark National Bank & Trust
- Scotty's Automobile and Golf Cart Service Station
- Car Wash Facilities
- Salon & Spa Services
- Pharmacy
- Farmers Market
- Technology Services
- Resident Gift Shop
- Community Thrift Store
- The Village Church and Religious Services
- United Parcel Service (UPS)
- Voting and Elections
- Guest House Motel

Special Services for Your Convenience

SECTION I – CONCIERGE DESKS, SPECIAL SERVICES, ON-SITE BUSINESSES

24-HOUR CALL CENTER – “ONE CALL DOES IT ALL” (239) 454-2190

For any questions regarding special business services available at Shell Point, please contact any Concierge Desk or call the “One Call Does It All” 24-hour number at (239) 454-2190.

CONCIERGE DESK LOCATIONS

For your convenience, there are two Concierge Desks at Shell Point. They are located in the Island Commons at (239) 454-2282, the Woodlands Commons at (239) 454-2054. These desks are open Monday through Friday from 8 a.m. to noon and 1 p.m. to 4 p.m. to assist you.

CONCIERGE SERVICES AND INFORMATION

- Copying and faxing services are available at any Concierge Desk. B&W Copies can be made for 10 cents per sheet, color is 25 cents and faxes can be sent for free.
- High Speed Internet information, plus registration and cancellation forms
- United States Postal Services – Outgoing mail may be placed in the outgoing mailbox, or given to a Concierge Desk. Mail pick-ups occur Monday through Friday. The Concierge will gladly assist you with First Class Mail, Priority Mail, Book Rate/Media Mail, certified mail, varied denomination stamps, mailing small packages up to five pounds, padded mailers of assorted sizes, “Change of Address” cards, and “Hold Mail” cards. Packages or letters requiring special handling will need to be taken to an official U.S. Postal Service location.
- Community Transportation Information, Scheduling and Sign-Up
- Shell Point Concert Series Information and Ticket Orders (In-Season)
- Name Badge Order Form
- Comings & Goings Report

- Dining Plan Information and Sign-up
- Resident Programming Sign-up – 1st business day of month beginning at 8:15 a.m.
- Notary Services
- Voting Information and Voter Registration Application Form
- Lost & Found Services
- *Weekly Reminder*
- *Shell Point Life* magazine
- TV Channel Guide
- Academy Brochure
- Fitness Center Schedule
- Birthday/Anniversary Monthly List
- Library List of New Selections
- Shell Point Shopper
- Shell Point Maps and Visitors Guide
- Hurricane Information
- Pet Policy
- Local Shopping Information
- Local Church Information
- Stamp Ministry Collection Box

SPECIALTY BUSINESS SERVICES AT SHELL POINT

DRY CLEANING PICKUP AND DELIVERY

Dry cleaning services are available to all residents through Fashion Fresh dry cleaning. Residents are required to first set up an account with Fashion Fresh and then contact any of the Shell Point Concierge Desks to schedule deliveries and pickups. To set up your account, call Fashion Fresh at (239) 596-3100 or go to www.myfashionfresh.com.

SEAMSTRESS AND ALTERATIONS

A seamstress is available for all alteration needs on Thursday afternoons at 4 p.m. in the Osprey Room at the Island Commons. Residents can schedule an appointment by calling (239) 994-4954.

JEWELRY SERVICE BY S&M JEWELERS

Need a new watch battery or a favorite necklace repaired? A representative from S&M Jewelers is available for all jewelry service needs once a week in the Island Commons. Residents can schedule an appointment by calling (239) 437-0308.

LEGACY FOUNDATION

The Legacy Foundation, located next door to the Island Commons, provides financial and wealth planning services exclusively for residents of Shell Point. The Legacy team works alongside bankers, financial and tax advisors, attorneys and other professionals to provide seamless legacy planning services. Services include complimentary review of estate plans and advance directives to help residents achieve their directives, daily financial services including bill pay and money management, and wealth transfer planning from simple wills to complex estates, utilizing the latest estate and tax planning strategies. Additionally, the Legacy Foundation offers educational workshops and seminars, as well as referrals to trusted and experienced legal, financial and tax professionals. The Legacy Foundation also provides philanthropic services for residents whose personal values and goals include the desire to create a significant and lasting legacy of their own. To schedule a complimentary appointment call (239) 466-8484.

FINEMARK NATIONAL BANK & TRUST

A full-service office of FineMark National Bank & Trust is located next to the Island Salon in the Island Courtyard. This office is open Monday through Friday from 8:30 a.m. to 12 p.m., and 1 p.m. to 4 p.m. (excluding holidays). FineMark provides a variety of personal banking services, as well as safety deposit boxes. Three 24-hour ATMs are also available. They are located around the corner from the bank's entrance near The Island Café, in the lobby of the Woodlands Commons, and inside the Golf Shop at Coastal Commons.

SCOTTY'S AUTOMOBILE AND GOLF CART SERVICE STATION

An automobile service station is located on The Island behind the Facility Operations building. It is open Monday through Friday from 8 a.m. to 5 p.m. for automotive and golf cart repairs. The office may be reached at (239) 454-0200.

CAR WASH FACILITIES

Car wash facilities are available free of charge for resident use. They are located in a bay next to Scotty's Service Station on The Island and near the Friendly Dog Park in The Woodlands. Bring your own supplies.

SALON & SPA SERVICES

Shell Point offers two conveniently located, full-service salons with spa services. Shell Point salons are competitively priced and offer residents a wide range of services to choose from including hair care for men and women, skin care and makeup application, manicures and pedicures, spa treatments and massage therapy. The massage therapists will gladly work with physicians and/or physical therapists. Massage therapy is also available in the comfort of your residence for an additional fee to cover travel time. With a doctor's consent, massage therapy is available in patient rooms at the Larsen Pavilion. There are additional salon locations for residents of assisted living and the Larsen Pavilion as well. For a complete list of services and pricing, visit www.shellpoint.org/salon. To schedule an appointment, call the Island Salon and Spa at (239) 489-8400, or the Seagrape Salon and Spa at (239) 225-2960.

PHARMACY

Shell Point residents benefit from an onsite pharmacy, staffed with three full-time and two part-time pharmacists who assist independent living, assisted living and skilled nursing residents in keeping their medications organized and supplied. The pharmacy also provides free delivery of your prescriptions right to your home. Over-the-counter products, durable medical equipment and prescription services are available Monday through Friday, 9 a.m. to 5 p.m. For questions or services, call (239) 454-2234.

TECHNOLOGY SERVICES

Personal in-home technology services are available to Shell Point residents as they deal with their computers, electronic devices and smart phones. Electronic-based services include backups, file cleanups, network setup, virus scans, smart phone support and more. The fee for all services provided is \$49 per hour. Quick answers by phone are available at a cost of \$10 for a maximum of 15 minutes. To schedule an in-home appointment please call (239) 454-8248.

GIFT SHOP (THE ISLAND)

The Resident Gift Shop is located in the lobby of the Guest House on The Island and contains a variety of one-of-a-kind items that have been handmade or enhanced by resident crafters and artists. Hours of operation vary during seasonal months, call (239) 466-1111, Ext. 7534 or visit www.shellpoint.net/giftshop.

COMMUNITY THRIFT STORE

Community Thrift Store is located off-campus about five miles east of Shell Point. A large portion of the goods they sell come directly from Shell Point residents. In turn, a large portion of the proceeds is given back to the residents in skilled nursing who may run out of money. They have almost everything you may need: designer clothing, golf clubs, kitchenware, furniture, lamps, pictures, jewelry, and much more. Shell Point residents can even volunteer at the store and get a nice discount, every time they work or shop! Community Thrift Store is located next to Planet Fitness on the corner of McGregor and Gladiolus in Miner's Plaza. A Shell Point shopping bus will take you to the store every Friday afternoon as long as you sign up! Their address is 15501 Old McGregor Blvd, Suite 2, Fort Myers, FL 33908. They are open Tuesday – Friday, 9am to 4pm, Saturday, 9am to 5pm, and closed Sunday and Monday. Their phone number is (239) 225-6529. If you'd like to donate, please call the Call Center at (239) 454-2190. Check out their weekly sales on Facebook: <https://www.facebook.com/thriftstoreshellpoint>

THE VILLAGE CHURCH AND RELIGIOUS SERVICES

Located on The Island, The Village Church is the center of the community's spiritual life and is committed to building a community of forgiveness, purpose and hope in Jesus Christ. With numerous denominational backgrounds represented, this unique congregation of The Christian and Missionary Alliance includes residents of Shell Point, the local community and seasonal guests. Regularly scheduled activities include Sunday Morning Bible Study at 9 a.m., Sunday Morning Worship Celebration at 10 a.m., Sunday Evening Worship at 6 p.m. and Wednesday Night Prayer Service at 6 p.m. Additional church programs and activities are held throughout the week, as well as community concerts and events. For information visit www.villagechurchshellpoint.org or call (239) 454-2147.

UNITED PARCEL SERVICE (UPS)

UPS is available to residents to ship parcels on weekdays, from 10 to 11 a.m. throughout the year, and 10 to 11:30 a.m. during the first two weeks of December. This service is provided by Shell Point resident volunteers. Parcels may be taken to the UPS office, located in the Creativity Center ("tunnel") on The Island. Parcels must be in corrugated cartons and securely sealed or bring your unpacked item and Shell Point's UPS volunteers will gladly assist with packaging. Shipping and service fees may be paid by check or by charging to your resident account. No cash will be accepted.

VOTING AND ELECTIONS

Shell Point is in Voting Precinct 83. Voting for all local, state and national elections is conveniently held on-site at Shell Point. Upon becoming

a resident of Lee County, Shell Point residents may register to vote. To be eligible to vote in an upcoming election, residents must be registered at least 30 days before the election. Voting registration forms are available at the Concierge Desks or by contacting the Lee County Board of Elections Office at (239) 533-8683.

GUEST HOUSE MOTEL

Located on The Island, the Guest House offers residents' guests and the public the perfect stay for a night, week or a month. The Guest House has 39 comfortable rooms, each with a king or two queen beds, television and free Wi-Fi. Postcards, sundry items and a small selection of Shell Point-branded items available for sale in the Guest House lobby. Room rates are seasonally adjusted and Shell Point residents can receive a discount for their guests. For information stop by the Guest House office, call (239) 454-2123, or go to www.shellpoint.org/guesthouse.

- Check-In/Check-Out Times – Check-in is 3 p.m./Check-out is 11 a.m.
- Resident Rate - Discounted rate for a room at the Guest House.
In order to receive this rate, the room must be paid for on a Shell Point resident account.
- Non Resident Rate - Standard rate for a room at the Guest House. This rate is different from the Resident Rate and is charged to a guest's credit card.
- Group Rate - Discounted rate for five or more rooms reserved for two or more nights and paid by one form of payment. This may be paid by Shell Point resident or guest credit card.
- Cancellation Policy & No Show Policy – A 24-hour advanced notice is required for cancellation of any booked Guest House rooms. Failure to notify the Guest House of a canceled reservation will result in a 1 night charge of the original booked reservation dates. If the room is able to be rebooked within the 24-hour period the Guest House will waive the cancellation fee. No shows will be charged the 1 night fee as the room will not be able to be rebooked.
- Early Checkout Policy – The customer is liable for the total booked reservation dates once checked in. Should travel plans change, the Guest House must be notified within 48 hours of the first reservation date. Early checkouts that occur during the initial stay will be charged the full amount of the entire reservation.
- After-Hours Check-In Policy – Guests arriving after lobby closing will pick up their Guest House keys from the Island Security Gate. Security personnel will ask the guest to sign the “after-hours check-in agreement form” prior to distributing the Guest House keys. The Guest House team will pick up these forms each morning for review and reference.
- Unreturned Key Policy – Lost or unreturned keys will be subject to a \$15 replacement fee, charged to the guest's credit card or the resident's account.

[illegible]



SECTION J

Let's Stay In Touch!

SECTION J - COMMUNICATION

- Shell Point's Communication Philosophy
- Resident Manual
- Call Center - One Call Does It All
- Concierge Desks
- Residents' Council
- Court Representatives
- Messages from Management
- Resident Quarterly Meetings
- Internal Publications
- SPTV - Channels (11*, 12, 13)
- Websites
- Court Bulletin Boards
- Community Bulletin Boards
- Elevator Communication Boards
- Resident Directory (Resident Phone/Address Directory)
- Resident Photo Directory
- Emergency Contact Information

*(*Updating to Channel 8 with transition to Blue Stream channel lineup.)*

Let's Stay In Touch!

SECTION J - COMMUNICATION

SHELL POINT'S COMMUNICATION PHILOSOPHY

It is our desire as an organization to provide timely, truthful information in an atmosphere of transparency, mutual respect and trust which meets the needs of all audiences we serve including residents, employees, neighbors and the surrounding community of Southwest Florida. Shell Point offers several methods of communication to provide residents with multiple opportunities for staying informed about their community. Communication is presented in a professional manner congruent with the overall identity, style, and graphic standards established for the organization. As new technology becomes available, we will employ those improvements that are appropriate and continually evolve Shell Point's communications initiatives to better serve our residents.

RESIDENT MANUAL

The Resident Manual has been designed to provide general information about the community. You'll find helpful information about your neighborhood, various policies and procedures, and useful information regarding available services and features. This manual is designed to keep in your home for future reference and is updated by Resident Operations annually. You can also find a copy of this document in a searchable format at www.shellpoint.net/home. Please familiarize yourself with this important information and feel free to ask Shell Point staff for assistance whenever necessary. If you have any questions regarding the Resident Manual, please contact the Hospitality and Amenities Coordinator at (239) 454-2121.

CALL CENTER - ONE CALL DOES IT ALL!

Shell Point has simplified communication by providing a single source that you can call 24 hours a day, seven days a week to access various services, submit maintenance requests and get your questions answered. You will often hear staff refer to "One Call Does It All" and you can call them ANY time with ANY question! They have almost all of the community information at their fingertips and if they can't answer your question or request immediately, they know exactly who to call for you to find the information you need. This helpful 24-hour number is (239) 454-2190.

CONCIERGE DESKS

For your convenience, there are two Concierge Desks conveniently located throughout the community to provide you with personal service. They are located in the Island Commons at (239) 454-2282 and the Woodlands Commons at (239) 454-2054. These desks are open Monday through Friday from 8 a.m. to noon and 1 p.m. to 4 p.m. to assist you.

RESIDENTS' COUNCIL

The Residents' Council serves as a primary means of communication between the Shell Point residents and Administration. The council consists of annually elected Court Representatives who meet on a monthly basis to provide input and feedback to Administration concerning Shell Point operations. Minutes from these meetings can be found on www.shellpoint.net/home.

COURT REPRESENTATIVES

Each building or neighborhood at Shell Point has its own annually-elected Court Representative who can provide you with very specific information about your particular building. These dedicated volunteers are available to help you and are a wealth of information. They meet once a month with Shell Point leadership. The minutes from these meetings, as well as a list of the Court Representatives, can be found on www.shellpoint.net/home or by calling the Call Center at (239) 454-2190.

MESSAGES FROM MANAGEMENT

Shell Point management periodically sends out printed messages through the internal campus mail to communicate important information that affects all residents. These letters may be issued by the president, any of the vice presidents or directors on a periodic, as-needed basis to keep residents informed.

RESIDENT QUARTERLY MEETINGS

Resident Quarterly Meetings are held four times a year in The Village Church auditorium on The Island. At these meetings, members of Shell Point's Executive Leadership team present reports on the current state of Shell Point including reports from Finance, Operations, Sales, Human Resources, Hospitality Management, and other areas as appropriate. Residents are invited to submit questions to be read and answered as part of the Resident Quarterly Meeting's agenda. These questions should be submitted in writing to the president's office seven business days prior to the meeting. The questions must be signed; however, the name of the author will not be shared when it is read aloud at the meeting. For information about the Resident Quarterly Meetings, please contact Administration at (239) 454-2156.

INTERNAL PUBLICATIONS

Several printed publications provide the information you need to stay engaged and active in community life at Shell Point. *Shell Point Life*, distributed bi-monthly, is the official Shell Point magazine. It features articles, upcoming activities and items of general information. For information about *Shell Point Life*, please contact the Communications Manager at (239) 454-2055.

The *Weekly Reminder*, issued each Thursday, highlights programs and special functions for the coming week. The *Weekly Reminder* is produced by the Resort Services department. For questions or information about the *Weekly Reminder*, please contact the Director of Resident Programming at (239) 454-8244.

The *Shell Point Shopper*, published monthly, is a listing of items that are for sale by residents. All “for sale” items must be turned in at the Island Concierge Desk by noon on the 15th of each month for publication in the next month’s *Weekly Reminder*.

SPTV – CHANNELS 11*, 12, 13

Shell Point maintains three television channels for community use and information. For information about Channels 11*, 12, 13 only, please contact SPTV at (239) 489-8450. For all other resident TV and cable information, including channels and providers, please contact the Call Center at (239) 454-2190.

- SPTV Channel 11* provides a daily, half-hour show that repeats 24-hours per day, called *Shell Point Today*, which features community and resident news, activities and feature stories. The daily *Shell Point Today* program is also available online at www.shellpoint.net/shellpointtv.
- SPTV Channel 12 provides daily lists of birthdays, anniversaries, deaths, memorials, plus programming such as the audio program, *Listening to the Words*; repeats of important events and meetings such as the Resident Quarterly Meeting, Hurricane Seminars and pre-recorded programs; and the audio version of *Shell Point Life* magazine.
- SPTV Channel 13 is The Village Church channel, which offers live broadcasts of the Sunday morning worship services at The Village Church, plus a music program accompanied by beautiful video of Shell Point’s nature areas throughout our campus.

WEBSITES

Shell Point has three websites filled with helpful information. The external site, www.shellpoint.org, provides information about Shell Point’s products and services to the public. The internal website,

(*Updating to Channel 8 with transition to Blue Stream channel lineup.)

www.shellpoint.net, has been designed for Shell Point residents to serve as the central source for resident and community information. Included within the resident site is www.shellpoint.net/home, which is a password-protected repository of information not intended for the general public including a resident photo directory, Residents' Council meeting minutes and other community information. For questions regarding the websites, contact (239) 454-2045.

COURT BULLETIN BOARDS

Each court has a prominently-located community bulletin board monitored by the Court Representative. Bulletin board postings are limited to an 8.5" x 5.5" half-sheet of letter-size paper. Notices cannot be posted for solicitation or for political purposes. All notices must be submitted to the Court Representatives for posting and should include a name and address of the requestor. For further information, please contact your Court Representative.

COMMUNITY BULLETIN BOARDS

Two community boards are available for displaying information on upcoming Lee County events. See either the Woodlands or Island Concierge Desk for posting.

ELEVATOR COMMUNICATION BOARDS

These boards are used for Shell Point administration only. Permission may be granted for postings, based on certain limitations and availability. See your Court Representative for further information.

RESIDENT DIRECTORY (RESIDENT PHONE/ADDRESS DIRECTORY)

The Shell Point Resident Directory is a phone and address directory of all current residents. The directory is for internal use only and is not to be shared with anyone for purposes of solicitation. Resident cooperation is greatly appreciated. The directory is also located online at www.shellpoint.net/home.

RESIDENT PHOTO DIRECTORY

The Resident Photo Directory is periodically updated throughout the year and is available online at www.shellpoint.net/home.

EMERGENCY CONTACT INFORMATION

To maintain open communication with the families of Shell Point residents, a database of names, addresses and telephone numbers of close relatives or other designated persons is maintained by the Healthy Living Coordination department. Due to the frequency that this information likely changes, residents are encouraged to call (239) 454-2299, or contact your Healthy Living Coordinator directly.

[illegible]



SECTION K

Be Our Guest!

SECTION K - RESIDENT AND PUBLIC DINING SERVICES

- Dining Services Philosophy
- Banyan Grille
- Breezeway Café
- The Crystal
- Island Café
- Palm Grill
- Blend
- Resident Discount Meal Plan
- Assisted Living Dining at King's Crown, The Arbor and The Springs
- Larsen Pavilion Skilled Nursing Center Dining
- Home-Delivered Meals
- Catering and Special Functions
- Common Spaces and Meetings Rooms
- Reserving a Meeting Room
- Tables and Chairs for Use in Your Home

Be Our Guest!

SECTION K – RESIDENT AND PUBLIC DINING SERVICES

DINING SERVICES PHILOSOPHY

Dining is an important component of life at Shell Point. The Hospitality Services department has developed a dining services program with a wide variety of dining options for residents and their guests to enjoy. Six restaurants are open to the public and available throughout the community to offer interesting cuisine choices including the Banyan Grille and Breezeway Café at the Coastal Commons; The Crystal and Island Café on The Island at Shell Point; and the Palm Grill and Blend in The Woodlands. When considering dining attire, dress should always be tasteful and not detract from the overall ambience of Shell Point. Though dining attire is typically resort-casual, beach attire, tank tops and bare feet are inappropriate in any dining venue.

BANYAN GRILLE

Located in the Coastal Commons at Shell Point, Banyan Grille offers dining in a sophisticated setting. The menu includes gourmet selections, fresh seafood, unique salads and perfectly grilled steaks. For hours of operation and reservations, call (239) 225-2900. Open to the public.

BREEZEWAY CAFÉ

Conveniently located at the golf course turn, Breezeway Café offers to-go selections and menu service under shaded patio seating. For hours of operation and information, call (239) 225-2900. Open to the public.

THE CRYSTAL

The Crystal is located in the Island Courtyard and serves lunch, dinner, and Sunday brunch. Specific information on hours, to-go meals, meal delivery and prices are available by calling The Crystal at (239) 454-2199 or online at www.shellpoint.net. Open to the public.

ISLAND CAFÉ

Island Café, open daily, is located around the corner from FineMark National Bank & Trust and offers made-to-order meals, fresh from the grill. Popular menu items include deli specials, fresh-brewed coffee, freshly baked pastries and hand-dipped ice cream. A variety of daily specials are also available. For information, call (239) 454-2286. Open to the public.

PALM GRILL

Palm Grill is located on the first floor of the Woodlands Commons and serves lunch and dinner with daily chef specials and house favorites. The Palm Grill provides a perfect setting for special occasions, such as birthdays or anniversaries. For information on hours and chef specials, call the Palm Grill at (239) 454-2059. Resort dinner attire is appropriate. Open to the public.

HERE'S HOW THE DINING REWARDS PROGRAM WORKS

Whenever You Spend, You EARN! For each whole dollar you charge in a Shell Point restaurant to your resident account or to a credit card (excluding gratuities), you earn 1 point. Points convert to dining dollars weekly at a rate of 15% per point.

Every resident is eligible to participate in the Dining Rewards Program! Points accumulate immediately after you make a dining purchase! On a weekly basis, the accumulated points convert to cash and are placed in your Resident Account. There is no physical card for you to carry. Your Dining Reward cash balance will be highlighted on your receipt each time you withdraw from your account.

Use Your Reward Cash as you wish — cash can be earned and redeemed at any dining venue. Just let your server or attendant know when you order your meal that you want to use your Dining Rewards balance at checkout.

Your rewards cash is non-transferable and are not redeemable for cash. Every individual will have their own Dining Rewards Account.

BLEND

Blend is located on the first floor of the Woodlands Commons and is open to the public. It features light breakfasts, sandwiches, salads, specialty coffee drinks and ice cream. Alfresco dining is available on the brick patio overlooking the lake. For hours of operation and information, call (239) 454-2060. Open to the public.

DINING REWARDS PROGRAM

The Dining Rewards Program allows all residents to earn points that equal a 15% discount on every dollar they spend. Every resident can participate regardless of how often they eat in Shell Point restaurants!

ASSISTED LIVING DINING AT KING'S CROWN, THE ARBOR AND THE SPRINGS

Each assisted living facility at Shell Point features its own dining room and attentive wait staff. Menus are varied and offer a wide range of

selections. These dining rooms are open primarily to residents and their guests; however, dining by all residents of Shell Point is welcome. For additional information regarding assisted living dining, please contact the Hospitality Manager in each facility.

LARSEN PAVILION SKILLED NURSING CENTER DINING

Meals are served on each floor of the Pavilion and can be served in resident rooms if desired. The menu at the Larsen Pavilion is adapted to accommodate the specialized nutritional needs of the building's residents. Breakfast, lunch and dinner are served daily. For information regarding Pavilion dining, please contact the Dining Manager at (239) 415-5421.

HOME-DELIVERED MEALS

For residents unable to prepare their own meals due to physical difficulties, home-delivered meals are available. Residents pay the cost of the meal and a delivery charge. Special diets can be accommodated with sufficient advance notice. Contact the Healthy Living Coordination department (239) 454-2299 or the Medical Center at (239) 454-2146 to arrange home-delivered meals.

CATERING AND SPECIAL FUNCTIONS

Hospitality Services can provide catering for parties, banquets and meetings. For information on prices and menus, call Hospitality Services at (239) 454-2121.

COMMON SPACES AND MEETING ROOMS

There are four main hubs of activity on our campus: Island Commons, Woodlands Commons, Coastal Commons and Tribby Arts Center. In addition to the main hubs, there are a variety of meeting rooms and common spaces throughout the community. Various activities and events are scheduled throughout the community in the various neighborhoods and spaces to allow Shell Point residents numerous opportunities to explore their community and discover its features and benefits. To assist you in finding your way around the campus, Shell Point has provided a highly detailed interactive map that can be found online at www.shellpoint.net/imap. You can also consult one of the two Concierge Desks for additional directions or for various printed maps of the master site plan, community walking paths and common spaces.

RESERVING A MEETING ROOM

Residents are welcome to utilize the meeting rooms and common spaces at Shell Point for events that are for personal enjoyment or celebratory in nature such as court socials or a private family gathering such as a birthday party, family reunion or a wedding anniversary. There is no charge

to residents to use a room for these purposes. However, scheduling any type of seminar, guest speaker or entertainer that is intended for the community as a whole must be secured through the Resident Life department.

In furtherance of its mission, Shell Point may prohibit any activity or use of its facilities by another group or persons if it is determined that such activities or use express a view contrary to our Christian beliefs, are inconsistent with any community standards, or materially undermine our ability to accomplish our mission. If a resident wishes to bring in an outside group to use Shell Point's facilities, the request must be approved. Booking a meeting room includes the complimentary use of the room as well as the Shell Point staff to set up the tables and chairs needed for the number in attendance. Audio visual equipment is also available upon request. Room availability is on a first-come, first-reserved basis. For further information or to reserve a meeting room, please call the Woodlands Set-Up Team (239) 671-0570, Island Set-Up Team (239) 454-2291 or (239) 671-3689 or the Coastal Links Set-Up Team (239) 671-3729.

TABLES AND CHAIRS FOR USE IN YOUR HOME

Tables and chairs are available for your use in your private residence. Please call (239) 671-0570 for the Woodlands, (239) 454-2291 for the Island or (239) 225-2968 for Coastal Links, at least one business day in advance.

[illegible]




SECTION L

For Your Peace of Mind

SECTION L - HEALTHY LIVING COORDINATION DEPARTMENT

- Healthy Living Coordination Department Description and Philosophy
- Moving Through the Continuum and Utilizing Lifecare Services
- Healthy Living Coordinators and Social Services
- Personal Records
- Independent Living Services to Support Independence
- In-Home Call System
- Support Groups
- ICE Forms - “In Case of Emergency” Medical and Contact Information

ADVANCE DIRECTIVES, YOUR PERSONAL PREFERENCES AND LEGAL INSTRUCTIONS

- Planning Your Advance Directives
 - Decision-Making Rights
 - Living Will
 - Designation of Healthcare Surrogate
 - Healthcare Proxy
 - Treatments for Which Residents May Wish to Leave Specific Instructions
- 

For Your Peace of Mind

SECTION L - HEALTHY LIVING COORDINATION DEPARTMENT

HEALTHY LIVING COORDINATION DEPARTMENT DESCRIPTION AND PHILOSOPHY

Shell Point offers a wide variety of services and amenities that are designed to enhance quality of life while supporting an individual's independence. The Healthy Living Coordination department is here to assist residents as they access these services and help them navigate Shell Point's continuum of care throughout the aging process. This support system begins with the Healthy Living Coordinators, a team of professionals who act as an information and referral source for Shell Point residents and are also available to help residents resolve any problems or issues that may arise. The contact information for your Healthy Living Coordinator is available by calling the Healthy Living Coordination department at (239) 454-2299 or by going online to www.shellpoint.net for a complete listing.

MOVING THROUGH THE CONTINUUM AND UTILIZING LIFECARE SERVICES

The decision to move into a lifecare community was a wise choice and Shell Point provides a broad continuum of services and living accommodations to help residents remain as independent as possible at each level of care. Accessing these various services or levels of care is often referred to as "moving through the continuum." Residents are encouraged to utilize these services when appropriate to improve their current quality of life. Changes in a resident's health or abilities may necessitate a move to a different level of care. The decision to move is generally preceded by extended consultation between the medical team and the resident (or resident representative, if appropriate). Discussion includes consideration of alternatives and a determination that the resident's healthcare needs either cannot be adequately served in their present location or that those needs can be better met at a different location. Final decisions regarding resident transfers are at the discretion of Shell Point's Medical Team. If it becomes necessary to send a resident to another healthcare facility, every practical effort is made, through watchful monitoring and communication with those providing care, to see that this philosophy of care is fulfilled.

HEALTHY LIVING COORDINATORS AND SOCIAL SERVICES

Social Services are available to assist residents with new resident transitioning, relocation, financial assistance and counseling. Each independent living neighborhood, court or building has an assigned

Healthy Living Coordinator. The contact information for your Healthy Living Coordinator is available by calling the Healthy Living Coordination department at (239) 454-2299 or by going online to www.shellpoint.net for a complete listing.

PERSONAL RECORDS

Residents' personal records, such as emergency contact information, are stored in fireproof files in the Healthy Living Coordination department. Certain relevant medical information is maintained at the J. Howard Wood Medical Center and is available to Shell Point medical personnel at all times. All information is confidential. Please remember to inform the Healthy Living Coordination department of any changes to personal information.

INDEPENDENT LIVING SERVICES TO SUPPORT INDEPENDENCE

Residents living in Independent Living should be able to provide for their own care, be able to move about on their own and be able to participate in the independent lifestyle at Shell Point. A variety of services are available to assist residents in maintaining their independence as they live in the Independent Living level at Shell Point such as transportation, shopping services, meal delivery, pharmacy delivery, Healthy Living Coordinators and much more. However, it is also wise to recognize when a resident's life will actually improve by taking advantage of a move up in the continuum. Your Shell Point physician, Healthy Living Coordinator and other medical professionals are here to advise you and help you in this process as you access the care you need, when you need it.

IN-HOME ASSISTANCE CALL SYSTEM

In the event of a medical crisis, such as possible heart attack, immediately call 911. To request Shell Point nursing staff support, each residence (except Palm Acres, see below*) is equipped with a pull-cord alert system to offer a non-crisis emergency medical response to a residence within a reasonable period of time when activated. Response time to the call will vary depending on the number of calls, severity of issues and the need to check medical records. Attached to the call switch is a cord that runs to the floor. Activating the pull cord will provide sufficient location information for medical personnel to reach the residence. The cord should remain accessible and hanging freely, so that a person lying on the floor may use it to make a call. At the completion of the conversation, press up on the switch and the call will be disconnected. Administration reserves the right to bill for repeated, non-emergency activated requests. *There are a variety of alert devices available for residents of Palm Acres. Please contact your Healthy Living Coordinator or the Healthy Living Coordination department for additional information (239) 454-2299.

SUPPORT GROUPS

Various support groups are offered to residents. These groups are led by resident volunteers, Healthy Living Coordinators, Behavioral Health providers or members of The Village Church. A complete listing of the groups and their regular meetings and activities can be found in *Shell Point Life* magazine each month, as well as online at www.shellpoint.net or by contacting the Healthy Living Coordination department for more information. Groups include: Alcoholics Anonymous to provide strength and hope for recovering alcoholics; Carefree Connection for independent living residents with Alzheimer's or a related dementia, as well as their care partners, to encourage social gatherings that allow fun and build friendships; Caregiver Support for residents or family members related to being a caregiver for someone with dementia; COPD Support for individuals with a range of breathing problems; Diabetes Support for both insulin- and noninsulin-dependent diabetics; GriefShare to provide help and encouragement after the death of a loved one; Hearing Enrichment to educate and help residents cope with hearing loss; Parkinson's Enrichment to provide support and educational opportunities to those affected by Parkinson's disease; and Vision Enrichment to provide education and support for individuals dealing with low vision. The Heart Healthy group provides support and educational information to individuals living with heart disease. Grace Mental Health Support Groups offer two groups: Living Grace for people living with mental health illness and Family Grace for family members of someone with a mental health illness.

RESIDENT ICE FORMS — “IN CASE OF EMERGENCY” MEDICAL AND CONTACT INFORMATION

All independent living residents should have a Shell Point Resident ICE form on top of their refrigerator in a protective plastic sleeve. Individual forms should be completed for each resident in the apartment. This completed form allows you to have emergency medical and contact information readily available in the event EMS responds to an emergency on your behalf. EMS is aware to look for this form on top of the refrigerator. It is suggested that you keep additional copies of your completed forms (in a separate location) so you have replacements on hand if the forms are removed in an emergency situation. Please keep this form updated so emergency responders have the most accurate information. For additional forms, protective sleeves, questions or assistance completing your form, please contact your Healthy Living Coordinator directly or contact the Healthy Living Coordination department at (239) 454-2299 or HealthyLivingCoordination@shellpoint.org.

ADVANCE DIRECTIVES, YOUR PERSONAL PREFERENCES AND LEGAL INSTRUCTIONS

PLANNING YOUR ADVANCE DIRECTIVES

It is advisable and recommended that each resident make decisions pertaining to their future healthcare options while they have the opportunity to do so. By handling and expressing these decisions in advance, the resident is taking a pro-active involvement in their future care. This section provides a variety of specific ways a resident can make known their desires. Assistance with all of the following is available at no charge through the Legacy Foundation, which is located in the Island Courtyard. Experienced Legacy staff can assist you in completing the various required documents necessary to express your advance directives regarding your care. Once these documents have been completed, they will ensure that they are provided to the necessary departments within Shell Point for future access when needed.

DECISION-MAKING RIGHTS

By law, a competent adult has the right to make decisions pertaining to their own health, including the right to accept or refuse medical treatment. To ensure that the resident's right is not diminished or lost in the event of physical or mental incapacity, Florida law provides the following ways in which residents can communicate their wishes for medical treatment in advance. Advance Directives are required for any residents receiving care in the Larsen Pavilion and are strongly recommended for all other residents. The following is a summary of the major forms of Advance Directives. More information may be obtained from the Healthy Living Coordination department or the Legacy Foundation. Any Advance Directives and subsequent updates should be filed with the Healthy Living Coordination department, the J. Howard Wood Medical Center, or the Larsen Pavilion Admissions Office, to ensure that they are available for medical and health services staff, when needed.

LIVING WILL

A living will allows the resident to express, in advance, their wishes regarding providing, withholding, or withdrawal of life-prolonging procedures in the event that they suffer from a terminal condition, or a permanent and irreversible state of unconsciousness, as diagnosed by two physicians, and when the resident is unable to communicate their wishes by him/herself.

DESIGNATION OF HEALTHCARE SURROGATE

The designation of a healthcare surrogate allows a resident to appoint one or more individuals to make healthcare decisions on their behalf

and according to their instructions, if they are unable to make these decisions for themselves. Unless otherwise limited by the resident's instructions, their healthcare surrogate may make almost any decision about their healthcare that the resident would make, including the decision to withhold or withdraw life-prolonging treatment, in the event that they suffer from a terminal condition, or permanent and irreversible state of unconsciousness. The resident's healthcare surrogate must make healthcare decisions for the resident that he or she believes the resident would make for him/herself, if able.

HEALTHCARE PROXY

If a resident does not have a healthcare surrogate and becomes unable to make their own healthcare decisions, Florida law provides that the healthcare provider look to one family member or friend from the following list to act as their surrogate (in the following order): court-appointed guardian, if one has already been appointed; husband or wife; adult child (or a majority of children); parent; adult brother or sister (or a majority of siblings); relative who knows the resident well and has shown special care and concern for the resident; close friend.

TREATMENTS FOR WHICH RESIDENTS MAY WISH TO LEAVE SPECIFIC INSTRUCTIONS

Below are examples of some diagnostic or treatment decisions that may arise when the resident cannot communicate their decisions. These examples may be useful to a resident in considering any additional or specific instructions they want to add to their living will or healthcare surrogate designation. The resident is not restricted to consideration of the examples below and is also not required to give additional instructions. If the resident has chosen a healthcare surrogate, it is advisable to discuss any additional instructions with their surrogate.

Whether or not the resident chooses a healthcare surrogate, it is usually advisable to discuss their instructions with family or friends so they are not surprised or confused by the resident's choices, and so that they may be able to support the resident's wishes. Examples of some of the diagnostic or treatment decisions for which residents may wish to communicate their decisions in advance would include/but are not limited to: blood transfusions (whole blood or blood components, such as platelets); electrical or physical stimulation – cardiopulmonary resuscitation (CPR) to the heart; mechanically or physically assisted breathing with a respirator, breathing tube or other device; provision of food and water intravenously, or by tube into the stomach or intestines; provisions of antibiotics, heart- or lung-stimulating medicines, or chemotherapy; major surgery, such as removing a lung or part of the intestines; minor surgery, such as removing tissue from an infected finger; invasive diagnostic tests, such as using a tube to look into the stomach; simple diagnostic tests, such as blood tests or x-rays; and pain medication that dulls one's consciousness to a point that he or she cannot recognize family or friends.

NOTE: The above should not be considered legal advice. Please consult with a legal advisor before making any decisions. Contact the Legacy Foundation at (239) 466-8484 for further information.

SECTION M

For Your Good Health

SECTION M - HEALTHCARE FACILITIES AND MEDICAL SERVICES

- Health and Wellness Philosophy
- Medical Centers and Staff
- Office Visits at the Medical Centers
- Annual Wellness Appointments
- Accessing Electronic Health Records
- Keeping Medical Records Current
- Laboratory Services
- Radiology
- Dental Services
- Behavioral Health
- Transportation to Off-Campus Medical Appointments

MEDICAL CENTER - INSURANCE, FEES AND BILLING

- Medicare Billing and Health Coverage Information
- Supplemental Health Insurance
- HMO Plans

PHARMACY, DRUGS AND MEDICAL EQUIPMENT

- Shell Point Pharmacy
- Prescriptions and Free Delivery
- Prescription Refills
- Competitive Pricing and Billing
- Sundries and Durable Medical Equipment
- Wheelchairs and Walkers: Purchase, Courtesy Chairs for Emergency Use, Repairs
- Disposal of Sharps Containers

ASSISTED LIVING FACILITIES

- King's Crown, The Arbor and The Springs
- Criteria for Residency
- Continuity of Care
- Standards of Care
- Meal Plan Requirements

RESPITE PROGRAMS AT SHELL POINT

- Connected Living Day Retreat at The Springs
- Overnight Respite In Assisted Living

ASSISTED LIVING MEMORY SUPPORT AT SHELL POINT

- Connected Living Memory Support at The Springs

HOME CARE, PRIVATE NURSING AND PRIVATE DUTY

- Shell Point Home Care
- Shell Point Home Care Private Duty
- Shell Point Home Care Nursing Care
- Shell Point Home Care Fees
- Non-Shell Point Private Duty Personnel and Registration Requirements

SKILLED NURSING AT SHELL POINT

- Larsen Pavilion Skilled Nursing Center
- Rehabilitation Center at Shell Point
- Connected Living Memory Support in Skilled Nursing
- Hospice Care in Skilled Nursing
- Care Planning
- Food and Nutrition Services
- Long Term Care Admission and Criteria
- Hospitalization
- Hospital Discharge

PAVILION - FINANCIAL REQUIREMENTS, INSURANCE, FEES AND BILLING

- Financial Requirements for Larsen Pavilion
- Skilled Nursing Services - Medicare-Covered Admissions
- Skilled Nursing Services - Non-Medicare Covered Admissions

For Your Good Health

SECTION M - HEALTHCARE FACILITIES AND MEDICAL SERVICES

HEALTH AND WELLNESS PHILOSOPHY

Shell Point's healthcare philosophy values independence and emphasizes person-centered care. Residents are our partners in the healthcare delivery system and we are respectful of residents' rights. Shell Point maintains a support-centered culture that facilitates a collaborative effort among all members of the healthcare team.

MEDICAL CENTERS AND STAFF

There are two medical centers at Shell Point. The Larsen Health Center, located at the front of Shell Point's campus adjacent to the Springs Assisted Living, is a full-service primary care medical center with highly trained practitioners, including full-time physicians, nurse practitioners and behavioral health specialists. These physicians and nurses are Shell Point employed. The Arbor Medical Specialty Center, located in The Woodlands, provides Shell Point residents with access to multiple contracted specialty providers. These physicians and nurses are not employed by Shell Point. To schedule an appointment or for further information about the Medical Centers, please call (239) 454-2146.

OFFICE VISITS AT THE MEDICAL CENTERS

Appointments with Shell Point physicians are available Monday through Friday, 8 a.m. to 4 p.m. The medical center is open for acute care walk-in visits on Saturdays from 8am - 1pm. Consultations with a spouse or family member are also available by appointment. There may be times when appointments will be delayed due to emergency situations. When this occurs, the receptionist will make every effort to reschedule the appointment as soon as possible. For regularly scheduled appointments, it is best to arrive 15 minutes before the scheduled time, and bring all current medications and insurance cards. You may schedule an office visit by calling (239) 454-2146.

ANNUAL WELLNESS APPOINTMENTS

We encourage all residents to set up an annual wellness visit. Blood pressure checks are available throughout the week by appointment. Charges for services will be billed to Medicare and supplemental insurance companies as applicable. Residents are responsible for charges that are not covered by Medicare or insurance. To schedule an appointment, please call (239) 454-2146.

ACCESSING ELECTRONIC HEALTH RECORDS

By providing an email address and accepting a password, residents have access to personal medical information through our patient portal, called EZAccess, and are able to interact with a medical provider. To find out more about this service, please contact the Larsen Medical Center at (239) 454-2146.

KEEPING MEDICAL RECORDS CURRENT

Please inform the Medical Center of any recent hospitalizations or changes in health status that have not been entered into the medical record. It is important that a resident's medical record be complete and up-to-date for proper diagnosis and treatment. If several physicians in the area are being utilized, request that they fax the information to the resident's physician at the Shell Point Medical Center.

LABORATORY SERVICES

If a resident wishes to schedule an appointment at the Medical Center for laboratory work that was ordered by an outside doctor, please be aware that the test results are sent directly to the doctor who ordered the test, and that doctor will provide the results. The Medical Center does not receive a copy of these results. Laboratory tests **MUST** be arranged upon request of the resident's physician, and require an appointment. Hours for fasting and non-fasting blood work appointments are scheduled through the Medical Center.

RADIOLOGY

Radiology service is available upon request by the resident's practitioner. The X-ray department is operated Monday through Friday. Outside physician requests can also be accommodated. The X-ray department is located in the first floor of the Medical Center located in the Larsen Health Center. Appointments are coordinated through the Medical Center. Residents are asked to bring their Medicare and supplemental insurance cards.

DENTAL SERVICES

A local dentist is available in the first floor hall near the Medical Center one day each week by appointment. Appointments are also scheduled two days each week with the dental hygienist. Dental services are not reimbursable by Medicare; therefore, the resident is responsible for payment at the time of service or on a schedule approved by the provider.

BEHAVIORAL HEALTH

Residents who may be experiencing emotional or mental distress, as well as memory loss, can be supported by our Shell Point Behavioral Health

Team. This team consists of clinical psychologists and clinical social workers who are available by appointment. Support groups are also available. Please inquire with the Medical Center for more information. Behavioral Health is located on the second floor of the Medical Center.

TRANSPORTATION TO OFF-CAMPUS MEDICAL APPOINTMENTS

If a resident needs transportation services to an appointment scheduled outside of Shell Point, within the Fort Myers area, a Shell Point medical vehicle is available for transportation services five days a week. For information regarding this service, please call the please call the concierge desk.

MEDICAL CENTER - INSURANCE, FEES AND BILLING

MEDICARE BILLING AND HEALTH COVERAGE INFORMATION

Due to rapidly changing coverage in insurance plans, coupled with the changing landscape of governmental healthcare plans, it is always best to consult Shell Point before making any changes to healthcare policies or coverage. For any questions about current health insurance coverage, or prior to making any changes in the future, it is imperative to call our Medicare Billing office at (239) 433-7937 to fully understand the implications.

SUPPLEMENTAL HEALTH INSURANCE

Residents are strongly advised to maintain a supplemental health insurance policy beyond Medicare. This is especially important if hospitalization is ever required. Please provide current insurance information to the Medical Center and/or healthcare entity to facilitate accuracy in billing. Assistance with filing supplemental health insurance claims is available through the Health Insurance Billing office at (239) 433-7937.

HMO PLANS

At this time, Shell Point physicians and providers are not participating providers for any HMO insurance plans. Therefore, if a resident is enrolled or chooses to enroll in an HMO insurance plan and elect to utilize any of the Shell Point Medical Center Services, the resident will personally be responsible for full payment at the Medicare Physician Reimbursement Schedule rates. We are, however, in-network providers for Medical Center physician services only with Blue Cross/Blue Shield's Medicare Advantage PPO plans and Humana Advantage PPO plans. Please note that these plans DO NOT include in-network coverage for services in the Larsen Pavilion.

PHARMACY, DRUGS AND MEDICAL EQUIPMENT

SHELL POINT PHARMACY

The Shell Point Pharmacy is a fully-licensed pharmacy that is exclusively designed to serve the pharmaceutical needs of Shell Point residents and employees. It is not available to the general public or visitors to Shell Point. It is staffed by knowledgeable pharmacists and certified pharmacy technicians who are able to assist residents with their medication, sundry and durable medical equipment needs. The Shell Point Pharmacy price structure is competitive with larger pharmacy chains while also providing a much higher level of personal service and consistent understanding of each Shell Point resident's personal needs and medication history.

PRESCRIPTIONS AND FREE DELIVERY

Prescriptions from Shell Point physicians are sent directly to the Shell Point Pharmacy unless otherwise requested by the resident. Prescriptions from outside physicians and specialists in the Fort Myers community for Shell Point residents may also be faxed or e-prescribed to our pharmacy, and most prescriptions will be delivered to the resident the same day. A licensed pharmacist is available to consult about any medication problems or questions. The pharmacist may be contacted directly at the pharmacy during business hours, Monday through Friday, from 9 a.m. to 5 p.m. or at (239) 454-2234.

PRESCRIPTION REFILLS

For refills, please call at least three days before the prescription runs out to avoid any interruption in a resident's medication program. Also, residents should have prescription bottles handy when calling to ensure that accurate refill information is given. If a refill needs to be authorized by a physician, it is important that the resident call the pharmacy early in the day to give the staff ample time to obtain the authorization.

COMPETITIVE PRICING AND BILLING

The Shell Point Pharmacy price structure is competitive with the larger pharmacy chains. The pharmacist will always substitute generic medication, when appropriate, in an effort to keep residents' monthly pharmacy bills as low as possible. Pharmaceutical and sundry items will be charged to the resident's monthly billing statement. The pharmacy is able to bill most insurance companies directly, including Medicare Part D plans, for any medications that are covered by the resident's insurance formulary. When insurance coverage is available, the resident will be billed only for the copayment portion of the charge. For insurance carriers that do not participate in online computer billing, Shell Point staff will provide assistance to residents in preparation of insurance claim forms for reimbursement of their medication costs. Shell Point Pharmacy participates in all the Florida PDP Medicare D plans and some out-of-state PDP plans.

SUNDRIES AND DURABLE MEDICAL EQUIPMENT

A wide variety of personal and sundry items is available from the Shell Point Pharmacy, such as mouthwash, hair spray and incontinence supplies. Residents may also order necessary medical equipment, such as walking canes, wheelchairs, nebulizers, TED hose, wound care supplies, ostomy supplies, diabetic supplies and much more through a catalogue. Items can be charged to a resident's Shell Point account and will generally be delivered within 24 hours of ordering. Sundry items will be delivered Monday through Friday with regular pharmacy deliveries each afternoon.

WHEELCHAIRS AND WALKERS: PURCHASE, COURTESY CHAIRS FOR EMERGENCY USE, REPAIRS

Wheelchairs and walkers are sold through the Shell Point Pharmacy. Courtesy wheelchairs for short-term emergency/temporary use are available in each residential court and at all three Concierge Desks at the Island Commons, Woodlands Commons and Coastal Commons. See your Court Representative or Concierge Desk for exact location. The assisted living and skilled nursing facilities have their own limited supply of wheelchairs for temporary use as well. Wheelchair and walker repairs are available through the volunteer Wheelchair Repair group, which can be reached at (239) 466-1111, ext. 3260. Wheelchairs and walkers that are no longer needed can be donated to the Community Thrift Store.

DISPOSAL OF SHARPS CONTAINERS – INDEPENDENT LIVING

Residents that utilize sharps containers in their independent living homes for disposal of syringes can call the Call Center to create a work order for pick-up of sharps containers. The sharps container is picked up for disposal by a Shell Point employee and held for pick up by our contracted provider. New sharps containers can be ordered at the Shell Point Pharmacy. As another option, residents can take their sharps containers to the local fire station to drop off and receive a replacement.

ASSISTED LIVING FACILITIES

KING'S CROWN, THE ARBOR AND THE SPRINGS

Shell Point has three assisted living facilities: King's Crown, The Arbor and The Springs. Each building has its own dining rooms where meals are served three times a day. Additional activity areas include arts and crafts rooms, libraries and more. Recreational staff plan daily and weekly events designed to challenge residents to continue to think and grow educationally, spiritually and socially through enjoyable activities with friends. Trained staff provide assistance with medications, dressing and bathing, ambulation, bed-making, access to physician services and emergency assistance as needed. Residents considering a move to

assisted living can schedule an appointment to learn more by contacting the Healthy Living Coordination department at (239) 454-2299.

CRITERIA FOR RESIDENCY

Criteria for assisted living residency imposed by the state of Florida include the following: residents do not require 24-hour nursing care, exhibit signs or symptoms of infectious disease likely to be transmitted to other residents, have a stage 3 or 4 pressure sore, or require mechanical or manual lift for transfer from one surface to another. These residents must be able to live harmoniously with others, must not require confinement to bed for more than 14 consecutive days and must not have needs that cannot be met under state regulations for assisted living facilities. A complete residency criteria list is available. Please contact your Healthy Living Coordinator or Executive Director of the facility for more information.

CONTINUITY OF CARE

King's Crown, The Arbor and The Springs nursing staffs maintain close communication with Shell Point practitioners and healthcare resources throughout Shell Point. The nursing staff, operating in each facility, can monitor residents' physical needs and arrange for medical appointments at one of Shell Point's medical facilities, when necessary. In the event of an illness that requires either hospitalization or a stay in the Larsen Pavilion, nursing staff will maintain close contact with the interdisciplinary team to continuously assess the resident's condition, and to determine the best alternatives for recovery and meeting of healthcare needs.

STANDARDS OF CARE

Shell Point has published a list of standards that residents can expect in a variety of areas affecting their residency, including personal services, housekeeping, dining services and medication administration. Any resident or others who are considering a move to any of the three Shell Point assisted living facilities may request a copy of these standards of care.

MEAL PLAN REQUIREMENTS

All residents will be responsible for paying the standard monthly meal plan fee for assisted living dining services. Couples moving to assisted living will be responsible for two meal plans. Residents will also be responsible for the cost of medications, personal laundry and contract services, such as private duty assistance that may be desired to provide specialized support.

RESPIRE PROGRAMS AT SHELL POINT

DAY RESPIRE AND SHORT TERM OVERNIGHT RESPIRE PROGRAMS

There are currently two types of Respite Programs available at Shell Point.

CONNECTED LIVING DAY RETREAT

The Connected Living Day Retreat program provides an option for residents who may need occasional assistance or a much-deserved respite from the daily challenges of caregiving for a spouse. This program is offered to Shell Point residents at no charge and includes a structured activities program, supervised care and companionship. This program offers a mix of half and full day options. Please call (239) 225-2977 for the current program offerings and availability. Registration and reservations for this program are required at least one week in advance. Interested caregivers may call the Healthy Living Coordination department at (239) 454-2299 for more information.

SHORT TERM OVERNIGHT RESPIRE

The Overnight Respite program is hosted in assisted living. In addition to all of the activities described in the Day Respite program, this program is designed to accommodate overnight stays of 2 weeks to 60 days for qualified Shell Point residents. Please contact the Healthy Living Coordination department at (239) 454-2299 for further information.

ASSISTED LIVING MEMORY SUPPORT AT SHELL POINT

CONNECTED LIVING MEMORY SUPPORT AT THE SPRINGS

Individuals with early to mid-stage cognitive loss may benefit from assisted living memory support, which is available through Connected Living at The Springs. Connected Living at The Springs has 28 apartments with ensuite bathrooms. The building is divided into two households that each include an open living room, dining and kitchen concept to create a homelike environment. Connected Living at The Springs is available for individuals with early to mid-level cognitive disorders who still meet the required Activities of Daily Living (ADLs) for Assisted Living. Connected Living at Shell Point provides a holistic approach that supports an individual's unique strengths and abilities, allowing each resident to thrive in a robust, structured program that emphasizes relationship-based care, dynamic LifeQuest programming and the support of an interdisciplinary team of healthcare professionals. For additional information about Connected Living at The Springs, please call the Healthy Living Coordination department at (239) 454-2299 or Connected Living at (239) 600-6410.

HOME CARE, PRIVATE NURSING AND PRIVATE DUTY

SHELL POINT HOME CARE

Shell Point Home Care is the onsite licensed (non-Medicare) agency that supports the needs of Shell Point residents to remain in their homes when possible. This care is scheduled in advance of your needs with the Home Care office. Shell Point residents may contract with Shell Point Home Care to provide a wide variety of supportive home care services, as noted below. These services are available up to 24 hours per day in your residence, whether that be independent living, assisted living or skilled nursing care. Licensed professional RNs, LPNs, certified nursing assistants (CNAs) and home health aides (HHAs) comprise the Home Care team. Care is provided according to an individualized care plan, under the supervision of experienced registered nurses. Home Care staff perform every service in compliance with the highest standards of nursing practice and appropriate state regulations.

SHELL POINT HOME CARE PRIVATE DUTY

Private Duty provides assistance to the resident with personal care, activities of daily living, ambulating, light housekeeping, meal preparation, companionship, support or respite care for the caregiver. Errands can also be run for the resident or they can assist you with your errands. Staff may also provide one-on-one supportive care by a Certified Nursing Assistant in the skilled nursing facility or the hospital. These services are provided under the direction and supervision of a registered nurse.

SHELL POINT HOME CARE NURSING CARE/CARE MANAGEMENT

Nursing Care provides treatments and procedures, such as medication management that is not covered by Medicare. This type of care is provided by a Registered nurse or LPN's. In addition, services include a personalized plan of care and care coordination with the appropriate staff and medical team including the resident's physicians.

Care Management is provided by a Registered Nurse or LPN to coordinate medical appointments, and act as an advocate for the patient. The nurse will coordinate information with a designated representative for the resident and the residence care team including physicians, nurses at the facility etc. Transportation to and from the appointments are provided by the nurse taking the resident to both onsite and offsite appointments.

SHELL POINT HOME CARE FEES

Home Care services will be charged to the Shell Point resident's monthly billing statement. As Medicare does not cover Shell Point Home Care services, Private Duty, the schedule of fees may be obtained by contacting the Home Care administrative office at (239) 454-2242.

The office hours are Monday through Friday, 8 a.m. to 4:30 p.m. Services may routinely be arranged during these hours. Should emergency needs arise during non-business hours, please call the Home Care office, and the answering service will contact the on-call staff member for resolution of the request.

NON-SHELL POINT PRIVATE DUTY PERSONNEL AND REGISTRATION REQUIREMENTS

The services of a private caregiver, whether contracted independently or hired through an agency, may be secured by a resident in independent or assisted living. These services may be provided on a shift basis, but may not be provided on a live-in basis. The only exception is for residents residing in Palm Acres locations. These services are also permissible in the skilled nursing facility at Shell Point, according to its policies. The resident and the outside provider or individual private caregiver must register with the Shell Point Home Care Department. It is required that the private caregiver complete the Private Duty Registration Packet. Prior to beginning their work, or within no more than 30 days after beginning their service with the resident, the private duty must provide copies of a current FBI / Level 2 criminal background check, TB test, and BBP, TB and AIDS training, or pay Shell Point to have these screenings, training and tests completed. Private duty personnel will follow all policies and procedures of Shell Point Retirement Community. Professional dress and conduct of private duty caregivers is required at all times on Shell Point property. For questions regarding Private Duty services, call the Home Care department at (239) 454-2242.

SKILLED NURSING AT SHELL POINT

LARSEN PAVILION SKILLED NURSING CENTER

The Larsen Pavilion is a 219-bed skilled nursing facility that is licensed in Florida by the State Agency for Healthcare Administration (AHCA). All beds are Medicare-certified according to the standards of the Federal Center for Medicare and Medicaid Services (CMS). The Larsen Pavilion is a major component of the lifecare program at Shell Point and offers each person served a wide spectrum of services, from short-term recuperation and rehabilitation, through long-term care. Person-centered care is the underlying philosophy of all services provided, which focuses on the abilities and clinical needs of each individual.

REHABILITATION CENTER AT SHELL POINT

Onsite rehabilitative and physical therapy services are available at the Rehabilitation Center at Shell Point, which is located adjacent to the Larsen Pavilion. Inpatient and outpatient therapy services for both short- or long-term rehab are provided by licensed physical therapists, speech language pathologists and occupational therapists. Specialized therapy

programs include orthopedics, stroke care, cardiac rehab, vestibular therapy, memory support, dysphagia, low vision and aqua therapy. For additional information regarding the Rehabilitation Center, please call (239) 454-2256.

CONNECTED LIVING MEMORY SUPPORT IN SKILLED NURSING

The second floor of the Larsen Pavilion specializes in the needs of those with cognitive impairments. Programming and activities appropriate for the needs of cognitively impaired persons are provided, and nursing and activity staff receive additional training to meet the specialized needs of these residents. To maximize independence and meet each person's individual needs, separate programs have been established for those in the mid-stage of their condition and those in the more advanced stages.

HOSPICE CARE IN SKILLED NURSING

In association with Hope Healthcare Services, palliative and hospice care is available to residents needing pain and symptom management, or support at the end of life. Hospice care is a Medicare-supported benefit; more information about individual eligibility and enrollment may be obtained at (239) 482-4673.

CARE PLANNING

Each person served in the Larsen Pavilion has an individualized program of care, detailed in their Care Plan. The Care Plan is developed by an interdisciplinary group of healthcare professionals, including the resident's physician, within a prescribed number of days following admission, and is reviewed by the group and appropriate family members at least quarterly during the resident's stay. The Care Plan considers dietary, nursing, psychological rehabilitation and other medical needs.

FOOD AND NUTRITION SERVICES

Upon admission, each person served is interviewed regarding their particular diet preferences and any medical orders regarding specialized dietary needs. The Larsen Pavilion Dietary Department is equipped to accommodate a variety of specialized diets and individual food preferences.

LONG TERM CARE ADMISSION AND CRITERIA

The attending physician determines long term placement in the Larsen Pavilion after consultation with the resident, family and interdisciplinary team. Admission to the Larsen Pavilion is appropriate if the physical or cognitive status has changed to the point that the resident is no longer able to live independently or in the assisted living facility. In the event that long-term placement is deemed necessary, the interdisciplinary team will assist in the transition with family contact, clearing the residence and other transition needs. The criteria for long-term admission include:

- Continuous 24-hour skilled nursing care is needed.
- The resident is no longer capable of self-preservation in an emergency situation without assistance from staff.
- The resident is incontinent of bowel and/or bladder and unable to care for personal hygiene with the support of assisted living staff or adequately with the support of private caregivers if the resident is residing in independent living.
- The resident has cognitive changes resulting in an inability to provide a safe environment in independent or assisted living.
- An assisted living resident is unable to meet assisted living minimum criteria or the facility is unable to meet the resident's needs.
- The resident has severe mental impairment, such as confusion, forgetfulness that compromises health and safety, questionable decision-making capacity, and/or the tendency to wander that cannot be managed in a more independent setting.

HOSPITALIZATION

Please contact the Larsen Pavilion Admissions Office prior to any planned/scheduled hospitalization to help us anticipate the resident's return and whether services at the Larsen Pavilion will be required. Hospitalization is essentially a physician's determination and may be coordinated by one of the Shell Point physicians, a specialist or a local physician. The mode of transportation to the hospital depends on whether it is an emergency admission requiring an emergency transport vehicle or an elective admission. In the latter case, the resident may be transported to the hospital by a spouse or a friend, medical van or non-emergency transport.

Shell Point practitioners maintain a close working relationship with many of the specialists in Fort Myers who are recommended because of their commitment to work cooperatively with our providers. Therefore, when residents are referred to a hospital, they are often referred to a specific physician and placed in that physician's care. We endeavor to maintain open communication with the physician during the hospital stay to facilitate post-hospital care at Shell Point. Shell Point providers do not function as primary doctors in hospitals, inasmuch as most residents requiring hospitalization are under the care of a specialist.

HOSPITAL DISCHARGE

Hospital discharge is determined by the physician caring for the resident at the hospital. Residents returning to the Larsen Pavilion will have their return coordinated by their hospital physician, the hospital case manager and the admission coordinator of the Larsen Pavilion. Upon returning from a hospital to the Larsen Pavilion, residents will be under the care of the Shell Point attending physician.

PAVILION – FINANCIAL REQUIREMENTS, INSURANCE, FEES AND BILLING

FINANCIAL REQUIREMENTS RELATED TO LARSEN PAVILION

Except for Medicare A admissions (rehab-oriented), the cost of Larsen Pavilion services may be included in the monthly maintenance fee, depending upon the terms of the resident's specific Shell Point residence contract. With the exception of patients under rehab-oriented services through Medicare A, individuals in the Larsen Pavilion are responsible for the cost of dining services, which covers three meals and any snacks and nourishments throughout the day. The cost for dining services is a set monthly rate, which remains as a standard charge regardless of the amount of food consumed. Residents are also responsible for the cost of nursing supplies, incontinence supplies, medical equipment, prescribed medications and rehabilitation therapies not covered by Medicare or other insurance. Resident charges also include personal laundry and private duty assistance, as contracted by the resident.

SKILLED NURSING SERVICES – MEDICARE-COVERED ADMISSIONS

At this time, Shell Point is not contracted ("in network") with any HMO or PPO/Medicare Advantage Plans for any skilled nursing services in the Larsen Pavilion. If a resident is admitted to the Larsen Pavilion with a Medicare A-qualifying stay, they are required to fully utilize their Medicare benefits and are contractually responsible for any deductibles or co-pays not covered by Medicare or supplemental insurance.

SKILLED NURSING SERVICES – NON-MEDICARE COVERED ADMISSIONS

When a non-Medicare covered admission or long-term placement in the Larsen Pavilion is authorized by a staff physician, the Type A Contract will cover the resident's daily room cost as stated in their specific Residence Contract. For all other resident contract types, if a staff physician has authorized admission and/or long-term placement in the Larsen Pavilion, charges will be based on the coverage stated in their specific Residence Contract.

For any questions regarding specific Residence Contract coverage related to a Larsen Pavilion admission, please contact the Larsen Pavilion Admissions Office at (239) 415-5433.

[illegible]

SECTION N

If It Involves Financial Information or Money

SECTION N - FINANCES, PHILANTHROPY, TAXES AND INSURANCE

THE FINANCE OFFICE AND RESIDENT FINANCIAL INFORMATION

- Description of the Finance Department and Medicare Billing Department
- Medicare Billing Office
- Personal Record Storage
- Ad Valorem Property Tax
- Homestead Exemption
- Income Exemption
- Disability Exemption
- Insurance
- Tenant Insurance
- Flood Insurance
- Vehicle, Golf Cart and Boat Insurance

LEGACY FOUNDATION

- Description and Philosophy
- Daily Money Management Service (Bill Paying Service)
- Residents Experiencing Financial Difficulties
- Veterans Benefits
- Philanthropic Services and Generational Gifting

FUNDRAISING GUIDELINES

- Fundraising and Development
- Official Approved Community Fundraisers

FINEMARK NATIONAL BANK & TRUST

- Description
- Location and Hours
- Services
- ATM Machines
- Safety Deposit Boxes

If It Involves Financial Information or Money

SECTION N – FINANCES, PHILANTHROPY, TAXES AND INSURANCE

THE FINANCE OFFICE AND RESIDENT FINANCIAL INFORMATION

DESCRIPTION OF THE FINANCE DEPARTMENT AND MEDICARE BILLING DEPARTMENT

The Finance department is available to assist you with any questions you may have regarding your resident account including your monthly statement, meal plans, insurance, taxes and other questions regarding charges or payments to your account by calling (239) 454-2075. The Finance office is located in the ground floor level of the Oakmont parking garage in The Woodlands. Residents may send mail to the Finance office through the inter-campus mail.

MEDICARE BILLING OFFICE

Questions regarding Medicare, Medicaid, health coverage, medical insurance, supplemental insurance, long-term care policies or any other healthcare billing items are handled by the Medicare Billing office, which is located on the second floor of the J. Howard Medical Center on The Island. Due to rapidly changing coverage in insurance plans, coupled with the changing landscape of governmental healthcare plans, it is always best to consult the Shell Point Medicare Billing office before making any changes to healthcare policies or coverage. For any questions about current health insurance coverage, or prior to making any changes in the future, it is imperative to call Medicare Billing to fully understand the implications. For the Medicare Billing office, please call (239) 433-7937.

PERSONAL RECORD STORAGE

Residents' personal records, such as emergency contact information, are in the Healthy Living Coordination department. Certain relevant medical information is maintained at the Medical Center and is available to Shell Point medical personnel at all times. All information is confidential. Please remember to inform the Healthy Living Coordination department of any changes to personal information.

AD VALOREM PROPERTY TAX

Shell Point residents are required to pay the annual Ad Valorem Tax assessed by the Lee County Property Appraiser. This tax is not included in a resident's monthly maintenance fee, but is billed separately by Shell Point. Shell Point pays the overall tax bill for the calendar year in November, and bills residents for their individual portion. For questions regarding taxes, please contact the Finance department at (239) 454-2167. There are three exemptions, which may apply:

Homestead Exemption

If a resident's Shell Point residence is their primary residence, they may be entitled to a Homestead Exemption on the first \$25,000 and the third \$25,000 of taxable value, even though the unit is not owned.

Income Exemption

Certain residents of Shell Point may also be entitled to an Income Exemption. If a resident's gross income from all sources (including Social Security) is lower than the State of Florida guidelines, which are revised each year, they may be exempt from the entire tax.

Disability Exemption

There is also a Disability Exemption for disabled veterans. Any veteran who has been declared "100% permanently disabled" by the Veterans Administration will be exempt from the entire tax. A widow/widower will also qualify for this exemption if the deceased spouse met this criteria.

Currently, our healthcare facilities are excluded from Ad Valorem Tax and as such residents in Assisted Living and Skilled Nursing are not currently billed for tax.

INSURANCE

Residents frequently inquire about the necessity of maintaining various types of insurance when they move to Shell Point. Please take the following guidelines into consideration.

TENANT INSURANCE

In the eyes of the insurance industry, a Shell Point resident is viewed as a "tenant," since no property ownership is involved with their occupancy of a residence. Most tenant's policies will insure personal property and provide some limited liability protection. A further consideration for tenant's insurance relates to damage to the home and neighboring homes due to negligence on the part of the resident; in this case, the resident bears the burden of the cost for restoration, and tenant's insurance may be of benefit. All residents are urged to secure tenant's insurance.

FLOOD INSURANCE

Because of Shell Point's proximity to water, residents should consider flood insurance. Flood insurance would cover damage from rising water, as could occur during a hurricane. Flood insurance should be structured to cover only a resident's personal property since Shell Point's insurance covers the building.

VEHICLE, GOLF CART, BOAT INSURANCE

Residents should insure all vehicles including automobiles, golf carts and boats.

LEGACY FOUNDATION

LEGACY FOUNDATION DESCRIPTION AND PHILOSOPHY

The Legacy Foundation was established to assist residents with their financial, philanthropic and estate planning needs. Residents desiring assistance with financial affairs may utilize the resources available. Residents are advised, however, to consult with an attorney and/or a certified public accountant prior to making major investment decisions. For more information on services, call (239) 466-8484 or visit the Legacy Foundation office located in the Island Courtyard. The Legacy Foundation can assist with a variety of financial services including:

- Financial planning and estate design consultations
- Referrals to financial advisors, CPAs and estate planning attorneys
- Estate administration; including serving as a Personal Representative
- Document safekeeping
- Preparation of healthcare advance directives
- Notary services

DAILY MONEY MANAGEMENT SERVICE (BILL PAYING SERVICE)

The Legacy Foundation provides residents with a daily money management service for a reasonable monthly fee. With this service, bills are paid on a timely and accurate basis, with monthly reporting of all transactions. All accounts are reconciled monthly; accurate records are maintained; investments and insurances are monitored; and information/reports are prepared for annual income tax filing. Contact the Legacy Foundation to learn more at (239) 466-8484.

RESIDENTS EXPERIENCING FINANCIAL DIFFICULTIES

Residents encountering difficulties meeting their financial obligations to Shell Point are encouraged to contact the Executive Director of the

Legacy Foundation. Shell Point has established guidelines concerning subsidy support for residents requiring some financial assistance to meet their necessary expenses. All inquiries are handled confidentially. For further information, call (239) 466-8484.

VETERANS BENEFITS

Many Shell Point residents who served in the United States Armed Forces may potentially qualify for financial assistance available from the Veterans Affairs (VA). Most VA programs require wartime service and may incorporate asset restrictions. For additional information, please contact the Healthy Living Coordination department at (239) 454-2299.

PHILANTHROPIC SERVICES AND GENERATIONAL GIFTING

Shell Point is a nonprofit organization and many of the special programs provided within the community have been the result of generous, tax-deductible gifts from residents or family members. One of the services offered by the Legacy Foundation is assistance with benevolent planning, including charitable gifts to Shell Point and other charities of a resident's choice. Contact the professionals at the Legacy Foundation to discuss estate and lifetime giving techniques.

FUNDRAISING GUIDELINES

FUNDRAISING AND DEVELOPMENT

As a faith-based, nonprofit ministry, Shell Point offers opportunities for participation in the mission of the organization through philanthropic and benevolent activity, which is managed by the Legacy Foundation. Fundraising is not an obligation, but rather an appropriate and significant aspect to achieve the benevolent objectives of our existence as a mission driven ministry. All fundraising and development efforts at Shell Point are channeled through the Legacy Foundation, which can be reached at (239) 466-8484.

OFFICIAL COMMUNITY FUNDRAISERS

There are five annual, community-wide fundraising campaigns that are resident-led and approved by the Residents' Council. Two of the campaigns benefit resident programs and include the Shell Point Library and the Pavilion Auxiliary Bakeless Bake Sale. Two of the campaigns benefit Shell Point employees and include the Employee Christmas Gift Fund and the Employee School Supply Fund Drive. Finally, the United Way was selected as the one campaign that would benefit an outside charitable group because it covers hundreds of organizations throughout the Southwest Florida region. For questions about the Library and Auxiliary fundraisers, please contact Resident Life at (239) 454-2290. For questions about the Employee Christmas Gift and School Supply drives, please contact Human Resources at (239) 454-2162. For

questions about the United Way campaign, please contact the Executive Assistant in Administration at (239) 454-2156. Any other fundraising campaigns or philanthropic requests must go through and are managed by the Legacy Foundation.

SHELL POINT LIBRARY FUND DRIVE

The Shell Point Library Campaign is conducted once a year. This campaign helps fund the purchase of new books and materials throughout the year and your gift is tax-deductible. Residents receive one letter explaining the campaign, with a self-addressed return donation envelope. Additional information appears in that month's issue of *Shell Point Life* and on SPTV's *Shell Point Today*. Information is also available online at www.shellpoint.net. For information about the campaign, please contact the Volunteer Coordinator at (239) 454-2290.

PAVILION AUXILIARY BAKELESS BAKE SALE

The Pavilion Auxiliary's Bakeless Bake Sale is conducted once a year. The Auxiliary uses all proceeds to enhance the lives of residents and staff at the Larsen Pavilion and your gift is tax-deductible. Residents receive one letter explaining the campaign, with a self-addressed return donation envelope. Additional information appears in that month's issue of *Shell Point Life* and on SPTV's *Shell Point Today*. Information is also available online at www.shellpoint.net. For information about the campaign, please contact the Volunteer Coordinator at (239) 454-2290.

EMPLOYEE CHRISTMAS GIFT FUND

The Employee Christmas Gift Fund begins on October 1 and concludes at the beginning of December. Each year, the Residents' Council appoints a chairperson to oversee the campaign. Residents receive one letter in early October explaining the campaign, with a pre-addressed return donation envelope. As a courtesy, a second "reminder" letter is sent in November prior to the conclusion of the campaign. In addition to the two letters, information is also shared in *Shell Point Life* magazine and on SPTV's *Shell Point Today*, beginning no earlier than September. Shell Point employees receive the gift at a distribution event in early December. For more information, including answers to "Frequently Asked Questions," please go to www.shellpoint.net/christmasfund or contact Human Resources at (239) 454-2162. Instead of the one-time donation during the actual campaign dates, some residents prefer to divide their gift into 12 smaller payments, which are charged to their resident account. Contact the Finance department to establish a recurring gift or go online at www.shellpoint.net/christmasfund. Online gifts can also be set up as a one-time donation or for the monthly program.

EMPLOYEE SCHOOL SUPPLY FUND DRIVE

Each summer, a resident volunteer committee uses donated funds to purchase, assemble and distribute school supplies to the school-aged children and grandchildren of Shell Point employees. Residents receive one letter explaining the initiative. For additional information, please contact Human Resources at (239) 454-2162.

UNITED WAY CAMPAIGN

Although Shell Point is a nonprofit organization, Shell Point residents often have varied interests and involvement in many outside charities and nonprofit organizations. To consolidate the desire to “give back,” the local United Way was selected because it reaches hundreds of deserving organizations throughout Southwest Florida. The United Way campaign is run once a year, in January, by the Residents’ Council. Residents receive one letter explaining the campaign, with a self-addressed return donation envelope. For questions about the United Way campaign, please contact the Executive Assistant in Administration at (239) 454-2156.

PHILANTHROPIC GIFTS TO SHELL POINT

Shell Point is a nonprofit organization and many of the special programs provided within the community have been the result of generous gifts from residents or family members. All benevolent/philanthropic gifts to Shell Point, or one of its internal departments or resident groups, are handled by the Legacy Foundation to ensure that the donors will be properly thanked by letter and sent a receipt for tax purposes. For questions about benevolent gifts to Shell Point, please contact the Legacy Foundation at (239) 466-8484.

BENEVOLENCE THROUGH THE VILLAGE CHURCH

The Village Church is responsible for its various charitable activities within the church. In addition to normal gifts and tithes from its members, the church conducts a semi-annual Food Drive, Operation Christmas Child and other events.

COMMUNITY WALKATHON SPONSORSHIPS

Shell Point participates in several walkathons each year related to topics that relate specifically to seniors such as Alzheimer’s disease, heart disease and cancer. All residents are welcome to participate, and no resident does any fundraising for these events. The participation fees for the Shell Point groups are paid for by the Community Thrift Store. Selection of which walkathons we participate in each year is coordinated between the Resort Services, Healthcare and Marketing departments. For additional information regarding the Community Thrift Store, please call (239) 225-6529. For information about the walkathons, please contact the Resort Services Wellness Manager at (239) 454-2152.

CHARITABLE AND CORPORATE SPONSORSHIPS

Shell Point occasionally provides donations or sponsorships to outside organizations as part of our corporate public relations efforts and/or corporate citizenship goals. These requests (from outside groups) should be directed to the Marketing department at (239) 454-2071.

FINEMARK NATIONAL BANK & TRUST AT SHELL POINT

FineMark National Bank & Trust provides public banking services in an office located in the Island Courtyard. This office is open Monday through Friday from 8:30 a.m. to 12 p.m., and 1 p.m. to 4 p.m. (excluding holidays). FineMark provides a variety of personal banking services, as well as safety deposit boxes. Three 24-hour ATMs are also available and are located around the corner from the bank's entrance near the Island Café, in the lobby of the Woodlands Commons, and in the lobby of Coastal Commons at Shell Point. For information, call (239) 461-5999.



SECTION O

Safety First!

SECTION O - SECURITY, FIRE SAFETY, WEATHER AND HURRICANE PROCEDURES

- Important Phone Numbers
 - Crisis Emergency Calls
 - Assistance Call System
 - Morning Assurance Check-In System
 - Emergency Contact Information
 - Security
 - Visitors
 - Accidents
 - Lost and Found
 - Lockouts from Your Residence
 - Additional Security Measures:
Safety Deposit Boxes and Personal Safe
 - Fire Procedure Information
 - Hurricane Procedure Information
- 

Safety First!

SECTION O – SECURITY, FIRE SAFETY, WEATHER AND HURRICANE PROCEDURES

IMPORTANT PHONE NUMBERS

Life-Threatening Emergency.....	911
Call Center.....	(239) 454-2190
Healthy Living Coordination Department.....	(239) 454-2299
Main Switchboard.....	(239) 466-1111
Medical Center	(239) 454-2146
Security (Island and Community-wide).....	(239) 454-2126
Security (Woodlands)	(239) 454-2062
Sheriff, Non-Emergency Only, Lee County.....	(239) 477-1200

CRISIS EMERGENCY CALLS

In the event of a medical crisis, such as a possible heart attack, call 911 immediately. If possible, also call the Call Center at (239) 454-2190.

IN-HOME ASSISTANCE CALL SYSTEM

In the event of a medical crisis, such as possible heart attack, immediately call 911. To request Shell Point nursing staff support, each residence (except Palm Acres, see below*) is equipped with a pull-cord alert system to offer a non-crisis emergency medical response to a residence within a reasonable period of time when activated. Response time to the call will vary depending on the number of calls, severity of issues and the need to check medical records. Attached to the call switch is a cord that runs to the floor. Activating the pull cord will provide sufficient location information for medical personnel to reach the residence. The cord should remain accessible and hanging freely, so that a person lying on the floor may use it to make a call. At the completion of the conversation, press up on the switch and the call will be disconnected. Administration reserves the right to bill for repeated, non-emergency activated requests. *There are a variety of alert devices available for residents of Palm Acres. Please contact your Healthy Living Coordinator or the Healthy Living Coordination department for additional information (239) 454-2299.

MORNING ASSURANCE CHECK-IN SYSTEM

Shell Point offers a “Morning Assurance” check-in system, available to Independent Living residents choosing to participate in the program. Residents who wish to participate in the Morning Assurance Program must submit an enrollment form. The form is available through the Call Center at (239) 454-2190. To check in using this feature, push the button under the blinking red light on the call system panel each morning between the hours of 5 a.m. and 9 a.m. to alert staff that you are up and about. By midmorning, a staff member will review a list of all residents who have not responded on the system. Those residents will be contacted, either by telephone or personal visit. NOTE: The blinking light is activated every day at 5 a.m. for all residents, but only monitored if you are signed up. (You can press the button to stop the blinking whether or not you are enrolled in the program.)

Participation in this program is optional and only available to Independent Living residents (except Palm Acres). Residents may choose to participate or discontinue at any time. Because the nature of the program is time sensitive, residents participating in the program should use the proper procedures to inform Shell Point staff of their comings and goings. Please contact the Healthy Living Coordination department at (239) 454-2299 for additional information on the “Morning Assurance” check-in system.

EMERGENCY CONTACT INFORMATION

To maintain open communication with the families of Shell Point residents, a database of names, addresses and telephone numbers of close relatives or other designated persons is maintained by the Healthy Living Coordination department. Due to the frequency that this information likely changes, residents are encouraged to update the information whenever necessary by calling (239) 454-2299.

SECURITY

The entire Shell Point campus is staffed and/or monitored 24 hours daily with Security patrols traveling throughout all areas of Shell Point property. Residents also play a major role in the security of Shell Point. If anything out of the ordinary is observed, do not hesitate to call (239) 454-2190. Please remember, security begins with a common sense approach by residents – please lock all doors to your home and vehicles at all times.

VISITORS

To avoid unnecessary delays at the main gate, residents are advised to notify Security in advance when a visitor is expected. Visitors are always welcome at Shell Point; however, in the interest of security, caution is routinely exercised in the admittance of non-residents to our property. Visitors entering the community are issued a Visitor’s Car Pass, which is

to be prominently displayed in the vehicle.

If a visitor indicates that a resident is expecting him/her without prior notification, the Security staff will attempt to contact the resident by phone. If the resident cannot be reached, the visitor will be denied access to Shell Point at that time.

Residents with visitors on a regular basis may obtain a form at any Concierge Desk and return it to the Security Supervisor. Regular visitors (limit 3) will be entered into our system at the gates and allowed access without prior notice. A Visitor's Car Pass for the vehicle will be issued for each visit. For any questions about Shell Point security, please contact the Security Manager at (239) 454-2125.

ACCIDENTS

Please report all accidents or incidents involving safety implications to Security at (239) 454-2125.

LOST AND FOUND

Items that have been lost or found are handled through the Concierge Desks at the Island Commons and the Woodlands Commons.

LOCKOUTS FROM YOUR RESIDENCE

If a resident should become locked out of their residence, call the Call Center at (239) 454-2190. The on-duty maintenance/security person will arrive at the residence to unlock the door as soon as possible. Any change to a residence's entry door lock is prohibited.

ADDITIONAL SECURITY MEASURES

If a resident wishes to further safeguard their personal possessions, they may consider the following:

- Safety deposit boxes are available at local banks including FineMark located on The Island.
- A safe may be purchased and installed in your residence by calling the Call Center at (239) 454-2190.

FIRE PROCEDURE INFORMATION

IN CASE OF FIRE

Leave the building immediately. Do not use elevators. If exit stairs cannot be used, stay inside the stairwell.

When evacuating the building, activate the nearest fire alarm pull-box located by all exit stairs. Go to a neighbor or a safe place. Notify the Fire Department by dialing 911 and call the Call Center (239) 454-2190. Never re-enter a burning building after leaving it.

EXITS

In ground floor residences, there are two exits: the front door and the lanai. Residents on upper floors should find a staircase and make their way to ground level. Do not use any elevator in case of fire.

EVACUATION

Always evacuate a burning building. Feel any closed door with the back of the hand and if it's hot, do not open it. Call 911 to alert the Fire Department. Don't assume that someone else has called. After evacuating the building, find a safe place away from it and keep all access routes clear. If a resident is unable to evacuate due to heavy smoke or heat, stay inside the residence. If the resident is still in their residence during a fire, dial 911 and alert the Fire Department. Place wet towels around the door to seal any open areas. Keep doors and windows closed to prevent a draft. Remember, more people are overcome by smoke and noxious fumes than are hurt by actual fire. If the residence fills with smoke, get down on the floor and crawl to a safe area.

FIRE EXTINGUISHERS

Shell Point provides and maintains all-purpose, dry-powder fire extinguishers in or along the walkways of residential buildings for use against small, contained fires in their beginning stages. When using a fire extinguisher, make sure to have an escape path from the area to the nearest exit. Residents should not place themselves in danger. Any fire extinguishers within a residence are the responsibility of the resident to maintain.

FIRE ALARM TESTS

Alarm systems are tested quarterly. Residents are notified well in advance of the quarterly testing and are not required to do anything during an alarm test. During an annual fire alarm inspection, the Shell Point Fire Safety Officer will check each residence's system. If the alarm sounds at any other time, please adhere to the building's evacuation plan and assume an emergency exists.

ANNUAL SPRINKLER AND FIRE ALARM INSPECTIONS

National Fire Prevention Association (NFPA) codes require annual inspections of sprinklers and fire alarms where present. Shell Point will make every effort to provide advance notification of scheduled inspections to residents. However, if for any reason a resident is not home at the scheduled time, Shell Point reserves the right to enter the residence to complete the inspection.

HURRICANE PROCEDURE INFORMATION

The following information is provided so all Shell Point residents may be prepared in the event that a hurricane threatens the area. Each year, prior to the beginning of hurricane season, an informative Hurricane Seminar is held to provide residents with the most up-to-date information about Shell Point's hurricane plan. An annual Hurricane Preparedness Guide is also distributed to residents. Copies of the guide can be obtained at any Concierge Desk. For additional information regarding hurricane preparedness or resident safety, please contact the Safety Manager at (239) 454-2142.

HURRICANE SHELTERS

Shell Point has two state-approved emergency shelters located on The Island and at The Arbor. The Island shelter is for residents who live independently and The Arbor shelter is for all residents who reside in Shell Point healthcare facilities. If a resident living in independent living has significant medical issues, they should complete a special needs form for approval to stay at The Arbor with other residents who require intensive healthcare.

Residents are encouraged to leave the area in advance of a hurricane; however, for those who choose to remain on the Shell Point campus during a mandatory hurricane evacuation, they are **REQUIRED** to go into one of the two shelters. Residents may not stay in their residences; they **MUST** stay in one of the two hurricane shelters during a mandatory evacuation.

A comprehensive plan has been written to efficiently evacuate all residents. The Island shelter is not air-conditioned, but has a power generator for lighting and sufficient electrical service for oxygen generators and CPAPs. The Arbor shelter has full-service generators and is air-conditioned as long as the Central Chiller Plant is operating. There is a designated pet shelter on the second level parking garage of Lakewood Court located in The Woodlands.

TERMINOLOGY

HURRICANE – a tropical storm with winds in excess of 74 mph.

HURRICANE WARNING – a hurricane is expected to strike our area in 24 hours or less.

HURRICANE WATCH – a possibility exists that the hurricane may be a threat to our area.

TROPICAL STORM – a counterclockwise circulation of clouds and winds 39-73 mph.

STORM SURGE – a flood of seawater driven onto the coast by a hurricane.

HURRICANE INTENSITY

Category	Winds (mph)
1	74 – 95
2	96 – 110
3	111 – 129
4	130 – 156
5	156+

HURRICANE SEASON PREPARATIONS

Hurricane season is June 1-November 30. It is recommended that Shell Point residents have the following supplies on hand in their residences for hurricane season:

- Two-week supply of prescription medicines
- Fully stocked first aid kit
- A dozen small (approx. 10 gal.) garbage bags for sanitary purposes
- Battery-operated radio and spare batteries
- Hand-operated can opener
- Flashlight and spare batteries
- Paper and plastic plates
- Nonperishable food
- Two-week supply of special dietary requirements

PREPARATIONS DURING A HURRICANE WATCH

A hurricane watch indicates the possibility of a hurricane. Court Representatives maintain communication with residents and will assist in the court evacuation process as directed by hurricane evacuation leaders.

PREPARATIONS DURING A HURRICANE WARNING

A hurricane warning is when a hurricane is expected to strike within 24 hours. The following preparations must be made for a hurricane watch or warning:

- Disconnect all minor electrical appliances.
- Close and lock all windows.
- Close hurricane shutters, if available.
- Close and lock the entry door.
- Close and lock sliding doors.
- Lay a number of heavy towels along the bottom of sliding doors to absorb water.
- Close all draperies.
- Turn refrigerator to its coldest setting to keep food fresh for as long as possible if electrical power shuts down. However, if an evacuation is called for, turn off ice maker and empty out the ice to prevent it from melting and flooding your kitchen. Clean out your refrigerator to prevent spoilage.
- Move any valuable items that could be water-damaged to a higher location within the residence.
- Wait for updates from Shell Point Administration before taking any further action. If a resident should leave Shell Point, please notify Security at the exit.
- Residents not leaving Shell Point should leave their vehicles in their assigned parking spaces.

WHAT TO DO DURING A STORM

If there is no mandatory Shell Point evacuation, please:

- Remain indoors.
- Stay away from windows and doors.
- Do not use sterno, charcoal or other potential fire hazards for cooking.
- Do not flush toilets if the water is turned off.
- Do not attempt to use a wired telephone due to the danger of electrical shock.
- Fill bathtub with water for use during the storm if water supply is not available.
- Remain in the residence or assigned area until notified by Administration that conditions are safe.

EVACUATION

Shell Point Administration, with the help of weather consultants and other local experts, will make the decision as to whether residents will evacuate to the shelter. This will be communicated through Shell Point TV (Channel 11*) and Court Representatives. A schedule will be communicated regarding the pick-up of residents for transportation to the shelter. All Shell Point visitors will be expected to leave prior to an evacuation.

Residents are encouraged to leave the area in advance of a hurricane; however, for those who choose to remain on the Shell Point campus during a mandatory hurricane evacuation, they are **REQUIRED** to go into one of the two shelters. Residents may not stay in their residences; they **MUST** stay in one of the two hurricane shelters during a mandatory evacuation.

All Shell Point personnel, supplies and medical assistance will be locked down in the two shelters, and will not be available to anyone outside the shelters. During the hurricane, outside the shelter, there could be no power, no water, no food, no communication and no chance of rescue for several days.

HURRICANE CHAIRS

Shell Point has purchased a supply of reclining “anti-gravity” chairs so that residents do not have to provide their own chair in the event of a hurricane evacuation. These chairs will be set up ahead of time in the hurricane shelter for resident use.

*(*Updating to Channel 8 with transition to Blue Stream channel lineup.)*

HURRICANE KITS, ITEMS TO BRING TO SHELTER AT TIME OF EVACUATION

Shell Point provides each resident with their own personal hurricane bag that has been labeled with their name and court address. This bag is the resident's responsibility and, in the event of a hurricane, the resident should gather the following items into the bag to carry with them at the time of evacuation to use in the shelter.

These items include:

- KEYS TO YOUR APARTMENT
- Eye glasses
- Ear plugs
- Sleep mask
- Hand sanitary wipes or small liquid hand sanitizer
- Disposable toothbrush or tooth wipes
- Special dietary requirements and small snacks (non-melting)
- Small, inexpensive pillow
- Books, magazines or other forms of entertainment
- One change of outer/under clothing
- Mobile phone and battery charger
- Prescription medications
- Flashlight and batteries
- Raincoat/jacket
- Small hand towel
- Personal hygiene items

SECTION P

INDEX

A searchable, electronic version of the Resident Manual is located at www.shellpoint.net

A Absences, Overnight — 51, 52

Absences, Prolonged — 51, 53

Academy of Lifelong Learning — 14, 25, 35, 80

Accidents — 136

Activity Groups — 81

Ad Valorem Tax — 127

Addresses — 24, 46

Adult Day Care — 118

Advance Directives — 88, 109

Air Conditioning and Energy Conservation — 55, 57

Annual Wellness Appointments — 112

Arbor — 25, 50, 70, 102, 116-117, 138

Art Studio — 25, 34

Assisted Living Facilities — 50-51, 60, 102, 116-117

Assistance Call System — 107, 134

ATMs — 88

Automobiles and Other Vehicles — 64-65, 128

Auto Service — 65, 89

B Bank — 25-26, 88, 132

Banquet Room — 35, 102

Banyan Grille — 25, 35, 100

Bar Code Stickers — 64

Beauty Salon — 25, 27-28, 35, 42, 89

Behavioral Health — 25, 108, 113

Bicycles — 66, 79

Bicycle Path — 79

Biking — 66, 79

Bill Paying Services — 128

Blend — 25, 35, 101

Boats — 70, 128

Boat Docks — 70

Boat Trailers, Parking — 70

Boating — 70

Board of Directors — 18, 21

Bocce — 35, 78

Box Office — 29, 36, 80

Breezeway Café — 25, 35, 100

Bulletin Boards — 38, 60, 97

Businesses, Commercial — 39

Bus Service — 72

-
- C** Call Center “One Call Does It All” — 55, 86, 94, 134
 - Call System, Assurance — 107, 134-135
 - Campus Maps — 33, 76, 102
 - Campers, Trailers, Motor Homes — 65
 - Car Wash Bays — 65, 89
 - Carts, Motorized — 65
 - Catering — 35, 102
 - Center Court at The Woodlands — 35, 78
 - Charitable And Corporate Sponsorships — 39, 41, 129, 131-132
 - Children — 56
 - Christian & Missionary Alliance — 12, 15, 41, 83
 - Coastal Commons — 35, 100
 - Coastal Links — 32, 33, 35
 - Comings & Goings Form — 52
 - Commercial Business In Residence — 59
 - Common Spaces and Meeting Rooms — 33, 42, 76, 102
 - Communications — 94
 - Community Bulletin Boards — 97
 - Community Thrift Store — 26, 61, 90
 - Computer Centers — 81
 - Concierge Desks — 46, 86-87, 95, 136
 - Connected Living — 51, 118, 121
 - Copying/Fax Services — 86
 - Court Bulletin Boards — 38, 97
 - Courtesy to Neighbors — 56
 - Court Representatives — 21, 95
 - Croquet — 78

-
- D** Day Respite — 118
 - Decorations — 54
 - Dental Services — 113
 - Diets, Special — 102, 121
 - Dining — 100
 - Dining Rewards Program — 101
 - Directions for Your Visitors — 32
 - Directions to Shell Point — 32
 - Disposal of Sharps Containers — 116
 - Docking, Boat — 70
 - Dog Park — 60
 - Driver on Demand — 72
 - Dry-Cleaning — 26, 87
-
- E** Eagles Preserve — 49, 69
 - Electric Cars — 64
 - Elevators, Fire — 137
 - Emergency, Call System — 107, 134
 - Emergency Contact Information (ICE) — 97, 108, 135
 - Emergency Evacuation — 135
 - Employee Christmas Gift — 40, 129-130
 - Employee Performance Issues — 43
 - Employee Sale of Item — 60
 - Employee School Supply Fund — 40, 131
 - Employment, Resident — 43
 - Enclave — 50, 69
 - Energy Conservation — 57
 - Estate Planning — 127
-

Estuary — 49, 69

Executive Leadership — 19

Exemptions, Tax — 127

Exercise Programs — 77

Exits, Emergency — 137

Extinguishers, Fire — 137

Evangelizing — 41

F Fax Service — 34, 86

Finance Department — 26, 126

Financial Difficulties — 128

Financial Services — 126, 128

Financial Requirements (Larsen Pavilion) — 123

FineMark National Bank & Trust —
25, 34, 88, 132, 136

Firearms and Weapons — 42

Fire Alarms, Extinguishers — 137-138

Fire Procedures — 137-138

Fishing — 72

Fitness — 26, 35, 77

Five Neighborhoods — 32

Five Main Entrances — 32

Flood Insurance — 128

Food Service, Dining Facilities — 100, 121

Friendly Dog Park — 35, 60

Friendship Point on The Island — 34

Fundraising — 38, 129

Furnishings, Appliances and Components — 54

G Games — 81

Garden Courts — 47, 68

Gardening — 79

Genealogy Library — 26, 35, 80

Gift Shop — 26, 90

Golf — 26, 35, 79

Golf Carts — 65, 67

Grand Cypress Room — 35

Group Travel and “On The Go” Trips — 81

Guest House Motel — 26, 91

Guest Privileges — 56

H Harbor Court — 48, 68

Harmonious Living — 38, 55-56

Healthy Insurance — 114, 126

Healthcare, Services — 106-107, 112-114, 121

Healthy Living — 24, 106

Healthy Living Coordinators — 24, 106

HMO Plans — 114

Home Care Services — 119

Home-delivered Meals — 27, 100-102

Homeowners Insurance — 127

Homestead Exemption — 127

Hospice Care — 121

Hospital Discharges — 73, 122

Hospitalization — 122

Housekeeping — 27, 57

Hurricane Procedures — 134, 138 - 142

I Income Exemption — 127

Independent Living Services — 107

In-Home Call System — 107, 134

Insurance (tenant, flood, vehicle) — 59, 127-128

Internet — 58

Island Café — 27, 100

Island Circle and Courtyard — 34

Island Commons — 26, 34, 86, 95

Island Creativity Center — 34

J J. Howard Wood Medical Center —
24, 27, 107, 112-114, 126, 134

Jewelry Service — 88

K Kayaks and Canoes — 70-71

King's Crown — 25, 27, 50, 70, 102, 116-117, 169

L Laboratory Services — 113Larsen Pavilion Skilled Nursing —
27, 51, 102, 109, 117, 120-123

Laundry — 56

Legacy Foundation — 27, 88, 109, 128

Libraries — 27, 80

Library Fund Drive — 39, 130

Listening to the Words — 58, 96

Living Will — 109

Lockouts From Your Home — 136

Long Term Care — 121

Lost and Found Services — 87, 136

Mail, Internal, External — 46

Maintenance Requests — 55, 94

Maps — 33, 76, 102

Marina — 70

Meals, Home-Delivered — 27, 100-102

Medical Bus — 72

Medical Center — 24, 27, 107, 112-114, 126, 134

Medical Emergency —
27, 97, 107-108, 112, 122, 134-135

Medicare Billing — 27, 114, 126

Meeting Rooms — 33, 76, 102-103

Midrises (Lucina, Turban, Junonia) — 47, 68

Mission Statement — 12-13

Model Railroad — 29, 34

Morning Assurance Check-In System — 27, 135

Motor Homes, Parking — 65

Motorized Scooters — 66, 73

Moving Through the Continuum — 60, 106-107

N Noise Levels, Courtesy to Neighbors — 56

Nursing Care, Larsen Pavilion — 27, 109, 117, 120-123

O Organization Chart — 20

Overnight — 51-52, 56, 65, 118

P Palm Acres —

32-33, 48, 57, 60, 69, 80, 107, 120, 134-135

Palm Grill — 28, 35, 100-101

Parcels, Mailing and Receiving — 47, 90

Parking — 64, 66-70

Parties, Banquets and Meetings — 102

M

Pavilion Auxiliary Bakeless Bake Sale — 39, 130
Personal Vehicles — 64, 128
Personal Records — 107, 126
Personal Transportation — 73
Pets — 59
Pickleball — 35, 78
Picnic area — 35
Pharmacy — 28, 89, 115
Philanthropy — 14, 126
Philanthropic Gifts — 40, 129, 131
Phone Numbers — 24-30, 134
Photo Studio — 29, 36, 80
Places Near Shell Point — 36
Politics — 41
Postcards, Purchasing Of — 91
Post Office — 46
Pottery Studio — 29, 36, 80
Private Duty — 119
Prohibited Public Activities — 42
Problem Resolution — 38

R Radiology — 28, 113
Refurbishment of Apartments — 55
Rehabilitation Center — 120
Religious Services — 82, 90
Reserve a Meeting Room — 33, 103
Resident Boats — 70, 128
Resident “Comings and Goings” Form — 52
Resident Computer Center — 26, 35, 81
Residents’ Council — 21, 95

Resident Directory — 24, 97
Resident Employment — 43
Resident Gardens, Woodlands — 35, 79
Resident Photo Directory — 25, 97
Resident Quarterly Meeting — 58, 95
Resident Programming — 28, 76
Resident Roster — 97
Respite Programs — 118
Restaurants — 35, 100

S Sale/Donation/Disposal of Resident Possessions — 60
Salon & Spa Services — 25, 27-28, 35, 42, 89
Scotty’s Automobile Service Station — 65, 89
Seagrape Salon & Spa — 27-28, 35, 89
Seamstress — 88
Security — 24, 28, 135-136
Serenity Cove on The Island — 34, 78-79
Service Station — 65, 89
Shell Point’s Location — 32
Shell Point Marina and Boat Docks — 70
Shell Point Life magazine — 28, 87, 96
Shell Point Shopper — 61, 96
Shopping Bus — 72
Shuffleboard — 35, 78
Smoking, E-Cigarettes, Tobacco Use — 42
Social Services — 106
Solicitation — 38
Specialty Services (Jewelry, Seamstress) — 87-89

Speed Limit — 64

Springs — 25, 51, 70, 102, 116, 118

SPTV Internal Television Channels (11*, 12, 13 only) — 28-29, 58, 96

Stamps, Purchase Of — 47, 86

Stamp Ministry — 34, 86

Subletting of Residence — 59

Sundial — 48, 68

Support Groups — 108

Suzy Q — 28, 70

Swimming Pools — 77

T Tarpon Room — 34

Taxes — 126-127

Technology Services — 59, 89

Telephone Service — 29, 58

Television and Radio Service — 29, 58

Tenant Insurance — 127

Tennis — 35, 78

The Crystal — 26, 34, 100

The Island — 32, 33, 34

The Woodlands — 32, 33, 35

Tipping and Gifts to Employees — 42

Transfer to Another Independent Residence — 60

Transfer to Assisted Living or Skilled Nursing — 60

Transportation — 72-73, 114

Trash Removal and Recycling — 57

Tribby Arts Center — 29, 36, 80

Tunnel — 34

U United Parcel Service (UPS) — 47, 90

United Way Campaign — 40, 131

U.S. Postal Services — 46-51, 90

V Vehicle Registration — 64

Volunteerism — 14

Volunteering Opportunities/Groups — 14, 77

Voting/Elections — 91

Village Church — 15, 41, 82, 90, 96, 131

Visitors — 32, 56, 133, 135-136

W Watercraft — 70

Walking — 78

Websites (.net, .org, secure) — 96

Wellness — 26, 76, 112

Weekly Reminder — 30, 87, 96

Wheelchairs — 116

Wills — 88

Woodlands (Lakewood, Oakmont, Rosemont, Parkwood) — 49, 69

Woodlands Commons — 35, 86, 95

Wood Shop — 81

(*Updating to Channel 8 with transition to Blue Stream channel lineup.)

[illegible]

[illegible]



Unparalleled setting. Unparalleled lifestyle.™

15000 Shell Point Boulevard • Fort Myers, Florida 33908

www.shellpoint.org • (239) 466-1111