

# Resident Manual

JANUARY 2025

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# Updates In 2025

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The 2025 Shell Point Resident Manual has been thoughtfully condensed to prioritize ease of use, clear messaging, and quick access to essential information. As a result, general amenity information has been omitted from this edition. Given the significant updates to the manual's layout, we've highlighted the key additions and changes below.

## INTRODUCTION TO SHELL POINT

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**Leadership:** Added new board member, James Crookston

**Executive Team:** Included Brian Sykes as Vice President of Healthcare Services

## LIVING IN COMMUNITY

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**Problem Resolution:** In cases of physical or verbal abuse of staff by residents, Shell Point reserves the right to pause nonessential services (i.e. housekeeping, maintenance) until the matter is resolved.

**Politics:** Signage cannot be displayed on any Shell Point property.

**Commercial Businesses in Residences:** Work-from-home activities are permitted as long as they do not disrupt the community.

## PETS

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**Access:** *Documented* service dogs are permitted in Shell Point restaurants.

## HOME UPKEEP AND DECORATING

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**Air Conditioning and Energy Conservation:** Residents may incur charges for mold and mildew remediation if damage occurs due to windows left open while air conditioning is running.

**Decorations:** New processes for noncompliance include written notifications and item removal.

## VEHICLES

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**Electric Car Charging:** New fine implementation begins for those charging cars via 110v, 120v, or standard wall outlets.

**Bicycles and Tricycles:** Bicycles or tricycles in poor condition (rusted, flat tires, inoperable) will be removed from Shell Point property.

## EMERGENCIES AND IMPORTANT NOTIFICATIONS

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**Comings and Goings Forms:** If residents do not complete a comings and goings form, they may be held responsible for any damage to the unit caused by their absence (i.e. leaks, mold).

## SAFETY

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**AED:** Inclusion of automated external defibrillator locations

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# Introduction to Shell Point

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## **WHO WE ARE**

The Christian and Missionary Alliance Foundation, doing business as Shell Point Retirement Community, is a 501c3 nonprofit, faith-based ministry founded by The Christian and Missionary Alliance denomination. Since 1968, Shell Point has provided continuing care services, including residential housing, social and wellness programs, assisted living, skilled nursing, rehabilitative therapy, and medical services to senior adults of all backgrounds, religious identities, and ethnic origins.

## **MISSION**

Shell Point 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.

## **VISION**

Shell Point's vision is to offer superior lifestyle with lifecare – firmly rooted in biblical principles and committed to excellence.

## **CORE BELIEFS**

Scripture is the source of our core beliefs about life, love, stewardship, and integrity. These moral principles guide our decisions and behaviors and determine our standards for living and working in our community.

## **SERVICE STANDARD**

Shell Point demonstrates its mission and core beliefs by caring for, serving, and satisfying its residents and employees every day.



# Leadership

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## BOARD OF DIRECTORS

Shell Point is governed by a volunteer board of directors comprised of a diverse group of men and women whose faith, knowledge, and experience align with the organization's mission. Board members meet at least three times per year to discuss and vote on the organization's affairs. They are also available for communication throughout the year. As a governing body, the board oversees the organization's mission, strategy, and goals.

## BOARD MEMBERS

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**Wanda Anderson**

Attorney, The Navigators  
Colorado Springs, CO

**Jon Burdzy, DO**

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

**Paul Cass, MD**

Retired General Physician  
Greer, SC

**Chanley Christman**

Financial Advisor,  
Raymond James Group  
Mansfield, OH

**Nancy Cook**

Managing Director,  
Wells Fargo Advisors  
Zephyrhills, FL

**James Crookston**

President and Project Manager,  
Scherer Construction &  
Engineering of West Florida  
Tampa, FL

**John Davidson**

Independent Management and  
Financial Consultant  
Chapin, SC

**Charles DeWitt**

Interim Minister, Christian and  
Missionary Alliance  
Southeastern District

**Donna Duss**

President, Duss Healthcare  
Consulting  
Alexandria, VA

**Jeremy Dys**

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

**James Glenn**

Orthopedic Surgeon  
Titusville, FL

**Jay Hibbard**

Chief Growth and Communication  
Officer, Covenant Living  
Communities and Services  
Chesapeake, VA

**Mark O'Farrell**

Retired President, Trinity College  
Trinity, FL

**Michael Scales**

Retired President, Nyack College  
Nyack, NY

**Archie White**

Retired State Farm Insurance  
Justin, Texas

## EX OFFICIOS

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**Ken Baldes**

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

**Tom Flanders**

District Superintendent,  
C&MA Southeastern District  
Orlando, FL



## RESIDENT ADVISORS

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**Mike Scott**

Retired COO, CSG Systems International  
Fort Myers, FL

**Jon Thompson**

Retired President, ExxonMobil Exploration  
Fort Myers, FL

## ADVISORS

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**Dr. Kevin Brown**

President, Asbury University  
Wilmore, KY

**Richard Todd**

National Development Leader and Partner,  
Propel Insurance  
Charlotte, NC

## EXECUTIVE LEADERSHIP TEAM

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Shell Point's executive leadership team is committed to successfully achieving the mission and ministry of this organization by effectively guiding day-to-day operations, preserving the values of the organization, and maintaining an environment of cooperation and trust that honors God and the residents we serve.

**Martin Schappell,**

President, CEO

**Karen Anderson,**

Vice President of Human Resources,  
Corporate Compliance Officer

**Adam Hinds,**

Vice President of Operations

**Sarah Owen,**

Vice President of Business Development

**Burke Rainey,**

Vice President of Finance,  
Chief Financial Officer

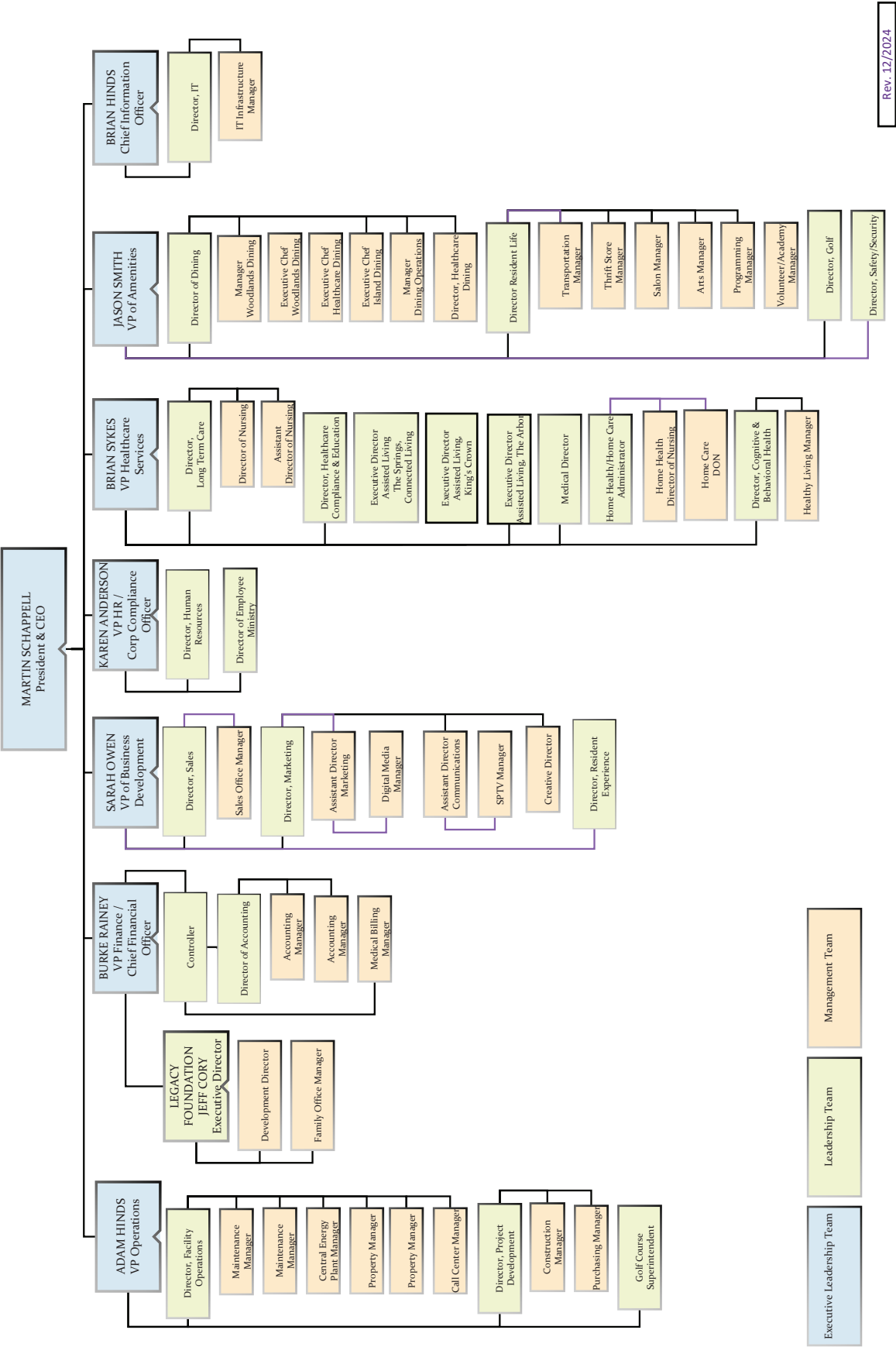
**Jason Smith,**

Vice President of Amenities

**Brian Sykes,**

Vice President of Healthcare Services

SHELL POINT  
ORGANIZATIONAL CHART



Rev. 12/2024

## **RESIDENT LEADERSHIP**

Shell Point strives to maintain an atmosphere of trust, respect, and harmony. As such, it offers various means for resident influence and involvement in the community.

## **RESIDENT REPRESENTATION ON CMAF BOARD**

Shell Point maintains at least one non-voting resident representative on the Christian and Missionary Alliance Foundation, Inc. Board of Directors. These individuals participate in all committee and board meetings.

## **COURT REPRESENTATIVES**

Each building or neighborhood at Shell Point has its own annually elected Court Representative. These dedicated volunteers can provide a wealth of information about a specific home, building, or neighborhood. A listing of Court Representatives can be found at any Concierge Desk and at [ShellPoint.net/Council](https://ShellPoint.net/Council).

## **RESIDENTS' COUNCIL**

The Residents' Council is the primary means of resident leadership and provides mutually beneficial communication between the residents and Administration. The council consists of resident-elected Court Representatives who meet monthly with Administration to provide input and feedback concerning Shell Point operations, make recommendations, and share concerns. The Residents' Council also reviews resident satisfaction with Shell Point, and a representative meets annually with the board of directors. Meeting minutes can be found on [ShellPoint.net](https://ShellPoint.net). Separate Resident Councils exist for the Larsen Health Center, The Arbor, The Springs, and King's Crown.

## **RESIDENT COMMITTEES AND ADVISORY GROUPS**

Various resident committees have been established to provide input to Administration concerning specific services, activities, or programs. These regularly scheduled and ad hoc committees are advisory in nature and intended to foster a cooperative working relationship between residents and Administration.



# Contact Information

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## **SHELL POINT CALL CENTER (239) 454-2190**

The “one call does it all” call center is staffed 24 hours a day, seven days a week, to assist residents with nearly every question or request.

## **RESIDENT AND STAFF DIRECTORIES**

There are two Shell Point resident directories located on [ShellPoint.net](http://ShellPoint.net). One directory includes phone numbers, addresses, and emails. The other includes photos. This information is only for Shell Point residents and employees and should not be used for solicitation purposes. To update your information, contact the Call Center. A list of key staff members is also located on [ShellPoint.net](http://ShellPoint.net).

## **SHELL POINT VENUE ADDRESSES**

The community’s main mailing address is 15000 Shell Point Boulevard, Fort Myers, FL 33908. However, there are multiple addresses within Shell Point. To determine the exact address of a location within Shell Point, contact the Call Center.

## **SHELL POINT MAIL SYSTEM - INTERNAL MAIL**

Shell Point has an internal campus mail system that residents may utilize for notes or letters to other Shell Point residents or all the various departments within the organization. No postage is required. For your convenience, community-sponsored communications such as bulletins, notices, and reminders will be placed in these numbered and labeled boxes. 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 for mailing. Mail delivery and pick-ups usually occur any time after 10 a.m., Monday through Friday, excluding holidays.

## **CONCIERGE DESK MAIL SERVICES**

The Island and Woodlands Concierge Desks provide various postal services, including selling 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. A convenient volunteer-run UPS office is available in The Island Commons building for residents who would like to ship a package by UPS. Shipping and service fees will be charged to your resident account.

## **ADDRESS STANDARDS BY COURT**

### **Eagles Preserve**

The address standard is the residence number followed by On Par Boulevard, e.g., 16735 On Par Boulevard, Fort Myers, Florida 33908.

### **The Estuary and Enclave**

The address standard is the house number followed by the street name, e.g., 19263 Winding Way, Fort Myers, Florida 33908.

### **Island Residences**

The address standard for Garden residences is the residence number followed by the name of the Court, e.g., 521 Periwinkle Court, Fort Myers, Florida 33908. For Midrise, Harbor Court, and Sundial residences, the address standard is the residence number followed by the name of the building, e.g., 5901 Lucina, Fort Myers Florida 33908.

### **Lakewood, Oakmont, Rosemont and Parkwood**

The address standard is the residence number followed by the name of the building, e.g., 10302 Rosemont, Fort Myers, Florida 33908.

### **Palm Acres**

The address standard is the house number followed by the street name, e.g., 14850 David Drive, Fort Myers, Florida 33908.

## **ADDRESS STANDARDS FOR CARE CENTER RESIDENCES**

### **The Arbor**

The address standard is the apartment number followed by Arbor Court, e.g., 8121 Arbor Court, Fort Myers, Florida 33908.

### **Connected Living At The Springs**

All mail should be addressed to the resident's name at Connected Living at The Springs, 13881 Shell Point Plaza, Fort Myers, Florida 33908.

### **King's Crown Assisted Living**

The address standard is the apartment number followed by the building name, e.g., 2609 King's Crown, Fort Myers, Florida 33908.

**Larsen Health Center**

All mail should be addressed to the resident's name at Larsen Health Center, 13880 Shell Point Plaza, Suite 200, Fort Myers, Florida 33908. Do not include a room number.

**The Springs Assisted Living**

The address is 13901 Shell Point Plaza, followed by apartment number and -S, e.g., 13901 Shell Point Plaza #215-S, Fort Myers, Florida 33908.



# Communication

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## RESIDENT QUARTERLY MEETINGS

Four times a year, Shell Point's Executive Leadership Team provides updates on the state of the community during Resident Quarterly Meetings. Residents are encouraged to submit written questions to be addressed during the meeting. Questions must be submitted to the president's office at least seven business days prior to the meeting, with a signature included. While the author's name is required for submission, it will remain confidential during the meeting. To have your question considered for the next agenda, contact Administration at [administration@shellpoint.org](mailto:administration@shellpoint.org).

## WEBSITE

Shell Point's internal website, [ShellPoint.net](https://ShellPoint.net), is a password-protected source for community information and includes a resident photo directory, Residents' Council meeting minutes, and other community information.

## INFORMATION CHANNELS

To stay informed about activities and news at Shell Point and receive urgent news, such as storm preparations, Shell Point offers several forms of communication, including a bi-monthly *Shell Point Life* magazine, a weekly *News at The Point* email, daily Shell Point TV announcements (Channel 8), as-needed Court Chat and Town Hall meetings, and Community Update emails. In the event of a storm, Shell Point also deploys a storm information line and storm website ([ShellPoint.org/Storm](https://ShellPoint.org/Storm)).

## TIME-SENSITIVE NEWS

Shell Point's Omnilert system will be deployed for urgent, time-sensitive, and emergency news (road closures, power outage updates, etc). This system sends simultaneous text, email, and voice messages to residents. Residents who provide a mobile phone number and email address at move-in are automatically enrolled.

## COURT BULLETIN BOARDS

Each Court has a prominently located community bulletin board monitored by their Court Representative. Bulletin board postings are limited to a half-sheet of letter-size paper (8.5" x 5.5"). Notices cannot be posted for solicitation or political purposes. All notices must be submitted to the Court Representatives for posting and should include the requestor's name and address.



# Living In Community

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## **SHELL POINT CULTURE AND HARMONIOUS LIVING**

As a faith-based community, 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 interactions. When there are differences of opinion, we encourage respectful input from those involved as we strive to make decisions that will be mutually beneficial for all Shell Point residents. We ask each resident to sincerely participate in this culture so that all residents may live in peace and harmony.

## **PROBLEM RESOLUTION**

We encourage residents to approach issues not specifically covered by Shell Point policy or regulation with basic common sense, fostering a spirit of cooperation and neighborliness. Open and respectful communication is always preferred, as anonymous notes to fellow residents or staff regarding grievances or concerns may be perceived as antagonistic or provoking. In cases of physical or verbal abuse of staff by residents, Shell Point reserves the right to pause nonessential services (i.e. housekeeping, maintenance) until the matter is resolved. For clarification or guidance, the Healthy Living Coordination Department is available to assist.

## **POLITICS**

Shell Point does not endorse or recommend any party or candidate to its residents or staff. As an apolitical organization, political campaign signage cannot be displayed in public view or displayed on property belonging to Shell Point, including resident windows and doors. Residents must communicate civilly and courteously and refrain from forcing political opinions on others. Group events involving political candidates or political presentations on Shell Point's campus (outside of a private residence) must be approved and coordinated by the Director of Resident Life.



## **MEETING ROOM USE**

Residents may use Shell Point meeting rooms and common spaces for personal events, such as small socials or family gatherings, at no charge. Seminars, guest speakers, or entertainers for the community to enjoy must be scheduled through the Resident Life Department. To align with its mission, Shell Point reserves the right to prohibit activities or facility use by any group or individuals if it is determined that such activities conflict with Shell Point's doctrinal beliefs, are inconsistent with community standards, or materially hinder the fulfillment of its mission. Residents wishing to host an outside group in Shell Point's facilities must obtain prior approval. Meeting room reservations include complimentary use of the space, table and chair setup, and optional audio-visual equipment. To reserve a room, contact the Setup Team at (239) 671-0570.

## **EVANGELIZING**

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 wish to attend. Regardless of how well-meant the desire to share your faith with others, residents should be respectful and mindful of others' positions on the topic of faith.

## **SOLICITATION OF RESIDENTS**

Door-to-door soliciting, use of internal mailboxes, court bulletin boards, telephone solicitation, or email solicitation of any kind is not permitted. Each resident has a right to privately support any charity or 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 Security at (239) 454-2126.

## **SOLICITATION OF BUSINESSES**

Residents are prohibited from soliciting donations from businesses on Shell Point's behalf or for one of its resident groups or clubs. This includes asking for sponsorships, financial gifts, and in-kind contributions such as event catering, printing, or items in trade. Fundraising for Shell Point groups or clubs must be managed through the Resident Life Department and requires management approval.

## **COMMERCIAL BUSINESSES IN RESIDENCES**

To preserve the residential character of the Shell Point community, residents may not operate any commercial business that involves client visits, visible signage, or on-site operations from their Shell Point residence. Work-from-home activities that do not disrupt the community are permitted.

## **SUBLETTING RESIDENCES**

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 prohibited.

## **VOLUME DISCRETION**

Exercise discretion when playing radios, stereos, televisions, or musical instruments. As a general guideline, activities that could disturb neighbors should not be conducted before 9 a.m. or after 10 p.m.

## **ALCOHOL AND GAMBLING**

Activities that include the consumption of alcohol and gambling are not permitted in any public areas or common spaces of Shell Point.

## **SMOKING, E-CIGARETTES, AND TOBACCO USE**

Shell Point is a smoke-free, tobacco-free community. This includes all areas of Shell Point, including independent living, assisted living, and skilled nursing. Smoking tobacco products, marijuana, or use of e-cigarettes (vaping) are not allowed within a residence, on a lanai, or in the public areas or grounds of Shell Point. Residents are responsible for the behavior of their guests and need to communicate this information to them.

## **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 must be properly secured within the 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 with the resident and involve local authorities as necessary.



# Visitors

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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. To avoid unnecessary delays at the main gate, residents are advised to notify Security in advance when a visitor is expected. 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 them without prior notification, the Security staff will attempt to contact the resident by phone. The visitor will be denied access to Shell Point if the resident cannot be reached.

## **REGULAR VISITORS**

Residents with frequent visitors to Shell Point can obtain a form to grant them entry without prior notice. This form is available at any Concierge Desk and should be returned to Security upon completion. Up to three regular visitors may be registered. At each visit, a Visitor's Car Pass will be issued for their vehicle.

## **GUEST PRIVILEGES**

Residents may have overnight guests for a maximum stay of 15 days per visit. The resident must be in residence when the guest is visiting. 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. Overnight visitors are welcome to enjoy the amenities of Shell Point (such as pools and fitness facilities) with the same timeframe limitations. Extra linen, towels, and cots are available for an additional fee by calling the Call Center. Visitors should demonstrate courtesy by adhering to posted rules. Residents are responsible for the conduct of their guests.

Note: Private-service providers such as home health workers or other personal contracted employees are not considered houseguests and may not use Shell Point amenities. All other guest privileges or accommodations are subject to review by Administration.

## **CHILDREN VISITING SHELL POINT**

Children visiting Shell Point residents should always be supervised by adults, 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 their guests' conduct.



# Pets

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## **WEIGHT LIMITS**

Shell Point's Pet Policy permits a maximum of one dog or cat per residence. 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, except The Estuary, The Enclave, and Palm Acres, must be 20 pounds or less. Dogs living in The Estuary and The Enclave may weigh up to 55 pounds, and there is no weight limit for dogs residing in Palm Acres.

## **ACCESS AROUND CAMPUS**

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 documented 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.

## **CARRY ZONES**

All pets must be carried while in public areas of residential and common buildings such as hallways, elevators, and lobbies. A wheeled pet carrier must be used if a resident cannot carry their pet. Carry zones include any area within the building's footprint. In the Garden residences on The Island, this would include interior stairways, sidewalks, and courtyard areas. In multi-story buildings with atriums, the carry zones include outdoor areas commonly shared with neighbors, including walkways, garages, and areas immediately outside any apartment.

## **ACCOMMODATION ANIMALS**

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.

## **FRIENDLY DOG PARK**

The Friendly Dog Park is located at The Woodlands, west of Center Court, and is open from dawn until dusk. Park amenities include water, a shaded bench area, and trash receptacles. Residents and their guests are expected to clean up after their pets.



# Phone, TV, and Wi-Fi Services

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## **TELEPHONE**

For landlines, Shell Point has negotiated with Blue Stream Fiber for a monthly fee that includes unlimited local and long-distance service (U.S., Puerto Rico, Guam, Canada, and the U.S. Virgin Islands). Residents are responsible for providing their mobile phones.

## **TELEVISION**

Shell Point has partnered with Blue Stream Fiber to deliver TV service to residential units via an underground fiber optic network. The bulk service includes 145+ channels, including 50 music channels, Shell Point TV channels, On Demand programming, DVR, and mobile options, and is included in your monthly maintenance fee. Additional upgrade packages include premium movie channels and sports packages, which can be purchased through Blue Stream. Any selected upgrade charges will appear on your Shell Point statement.

## **WI-FI**

In addition to TV service, Blue Stream Fiber also delivers high-speed internet to Shell Point's residential units for a monthly fee. Three tiers of service are available: 200 MB for streaming, downloads, and photos; 600 MB for streaming, downloads, and high-quality photos on multiple devices at once; and 1GB for streaming in 4K or HD on multiple devices, connected smart homes, and more. Selected Blue Stream charges will appear on your Shell Point statement.

## **BLUE STREAM CUSTOMER SERVICE LINE**

Blue Stream provides Shell Point residents with a dedicated customer service line. Simply call (772) 213-9696 for service inquiries, upgrades, or issues.



# Home Upkeep and Decorating

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## **LIGHT HOUSEKEEPING - A WEEKLY REFRESH**

Weekly light housekeeping service, including vacuuming carpet and cleaning bathroom fixtures, vinyl, and tile floors, is provided to all occupied residences. For Island residents, housekeepers will exchange soiled linens for fresh linens (item for item) during 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 indicate the time a housekeeper must stay. Periodically, Facility Operations staff will clean exterior windows and shampoo carpets. Residents desiring additional housekeeping service beyond the standard service may secure it at an extra cost by contacting the Call Center.

## **LAUNDRY**

Laundry rooms are conveniently located on each floor of the Garden and Midrise courts on The Island for Shell Point residents and guests' personal use. Since other residents of the Court use these facilities, laundry should be removed promptly so others may use the facilities as needed. As a courtesy, use the laundry facilities only between 8 a.m. and 10 p.m. To preserve the beauty of Shell Point, 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. For fire prevention, all trash doors must be kept tightly closed. All courts have recycling receptacles for newspaper, glass, and aluminum collection. All homes and villas have trash receptacles and recycling bins. Separating recyclables is no longer required, and these items may be comingled into blue recycling containers. For questions about the location or schedule for trash removal, 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 recommended setting is 76° Fahrenheit. Residents are required to keep windows and doors closed when heating or cooling. Be aware that windows should not be left open for extended periods due to high humidity. Damp air from outside can cause mold and mildew issues. If mold or mildew remediation is needed due to residents leaving windows open while the air conditioning is running, the resident will be responsible for this cost.

## **MAINTAINING FURNISHINGS, APPLIANCES, AND COMPONENTS**

Each Shell Point residence comes with standard finishes, appliances, and components. Standard finishes include coverings on the floors and windows and wall paint. Additionally, each residence is equipped with standard appliances and components, which Shell Point assumes responsibility for maintaining. The resident is responsible for maintaining and replacing any non-standard item. Any non-standard item must be identified and verified in writing by Shell Point and the resident. Residents may not physically alter or 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. Contact the Call Center with these requests.

## **MAINTENANCE REQUESTS**

For maintenance requests, contact the Call Center. The Facility Operations staff will make every effort to assist with hanging pictures, connecting televisions, replacing light bulbs, and resolving heating, air conditioning, plumbing, or electrical issues. 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. Shell Point reserves the right to determine when Facility Operations staff will make repairs and perform scheduled maintenance. Facility Operations will make every effort to work within residents' schedules but emergencies and unexpected changes in priorities take precedence over general maintenance requests. Unsatisfactory conditions within the general court area or neighborhood should be discussed with the Court Representative.

## **REFURBISHMENT OF RESIDENCES**

Shell Point assists in maintaining residences by providing regularly scheduled housekeeping and maintenance services. Periodic refurbishment, which may include painting, cleaning, and replacing floor and window coverings, as determined by Shell Point, is available to residents per Administration's policies and procedures.

## 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 that can remove paint are prohibited 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 ¼ of the 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 entryway is considered part of the common area emergency egress. Front doormats are not allowed in the common hallways at Lucina, Turban, Junonia, and the Garden Courts, 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 is considered a common hallway of a Shell Point building is prohibited. Potted plants and other decorative items in the common hallways are prohibited. 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 signs in resident apartments facing the exterior is prohibited.

Residents found in violation of these decor guidelines will receive a written notification detailing the noncompliance and the steps needed to address it. If the violation is not corrected after notification, Shell Point staff may remove the item in question. In cases where items violate fire safety codes - such as blocking emergency egress routes or presenting other immediate fire hazards - Shell Point reserves the right to remove these items without prior notification.

The intent of these guidelines 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, contact your Court Representative.





# Vehicles

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## **AUTOMOBILES**

For these guidelines, an automobile is defined as a vehicle that is street legal for speeds of 25 mph or greater and is operated by gas, electric battery power, or a combination of both gas and electric fuel sources. This includes smart cars. At no time are vehicles that are defined as automobiles approved to be utilized on cart paths or parked in golf cart parking spaces.

## **GOLF CARTS AND LOW-SPEED ELECTRIC CARTS**

For the purposes of these guidelines, a golf cart is defined as an electric, battery-powered vehicle designed for use on a golf course, typically measuring 4 feet wide, 8 feet long, and 6 feet high. All golf carts must be in good working condition and have a clean appearance.

Drivers must operate golf carts on the right side of the road, following the flow of traffic. Golf carts and motorized carts are not allowed on the inner Court or perimeter walkways, and pedestrians always have the right of way. Golf carts must not be driven on neighborhood sidewalks within Shell Point. Drivers are expected to show courtesy by pulling off pathways to allow bicycles and pedestrians to pass safely.

Only individuals aged 16 and older may operate golf carts or low-speed electric carts on Shell Point property. Low-speed electric carts, with a maximum speed of 25 mph, are permitted to park in designated golf cart spaces if approved by the Parking Coordinator.

All golf carts and low-speed electric carts must be registered with the Parking Coordinator, who will issue an identification decal. Any cart without a valid decal will be removed from Shell Point property.

## **BOATS**

Shell Point has 60 deep-water boat slips with water and electric hook-ups that offer immediate access to the Caloosahatchee and Gulf of Mexico. Slips are accessible on a space-available basis for boats owned and operated by Shell Point residents. Boat owners must follow the guidelines outlined in the Shell Point Boat Owner's Manual. The purchase and sale of boats should be reported to the Dock Master. Neither guests nor residents are permitted to live aboard boats. Requests for reserving a slip or questions concerning boats or dock space may be directed to the Dock Master at (239) 454-2184.

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. All guest boaters must register with Security upon docking by calling (239) 454-2126.

## **MOTORIZED SCOOTERS**

Motorized scooters must be parked and charged within the resident's living space and cannot obstruct egress in any way. Parking or charging in public or parking areas is not permitted. In common areas, restaurants, and when entering or exiting Shell Point vehicles, motorized scooters must operate at a slow "turtle" speed. Residents using motorized scooters must be fully independent in their operation, requiring minimal verbal guidance to ensure safety.

If a resident demonstrates unsafe behavior while entering or exiting a vehicle, they will not be allowed to use their motorized scooter on Shell Point transportation until an occupational therapist conducts an evaluation. The Healthy Living Coordination Department can assist in arranging this evaluation.

For safety reasons, residents may not remain seated in a three-wheeled motorized scooter while a Shell Point bus is in motion. All residents must transfer to a regular seat. If a resident cannot transfer independently, they must have an aide or family member accompany them to assist during bus rides.

## **CAMPERS, TRAILERS, AND MOTOR HOMES**

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

## **SEGWAYS AND HOVERBOARDS**

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

## **BICYCLES AND TRICYCLES**

Bicycles and tricycles must be registered with the Parking Coordinator, who will provide an identification decal. Any bicycle or tricycle without proper identification or in poor condition (rusted, flat tires, inoperable) will be removed from Shell Point property. Riders should travel on the right side of the road, following the flow of traffic, and obeying signage. At night, a front light and a red rear light or reflector are required. When stopping to chat or enjoy the view, move completely off the roadway. Bicycles and tricycles are not permitted on inner court walkways or perimeter paths and must be stored in designated bike racks, not in spaces reserved for cars or golf carts.

Shell Point offers a 1.9-mile paved path along Shell Point Boulevard that connects to an 11-mile path on Summerlin Road. A paved path on the east side of Shell Point Boulevard also connects the Waterside neighborhood to Palm Acres and leads to The Island. When using these paths, pedestrians have the right of way, and extra caution should be exercised at intersections. Note that the Shell Point golf course and neighborhood sidewalks are not designated for biking.



# Vehicle Operation

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## **LICENSING AND REGISTRATION**

All residents must have a valid driver's license and a current registration and license plate for their automobiles 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 for having it removed from Shell Point premises. Residents not adhering to this requirement are subject to having their vehicles removed and stored off property at their expense. Parking spaces may only be occupied by a resident-owned, licensed, and registered vehicle.

## **SPEED LIMIT**

The speed limit at Shell Point is 15 mph on perimeter and interior roadways. Observe speed limits and stop signs for the safety of residents who walk, bike, or drive golf carts. Pedestrians have the right of way throughout the community.

## **COLLISIONS AND ACCIDENTS**

Report all accidents or incidents involving safety implications to Security by calling (239) 454-2126.

## **BAR CODE STICKERS**

Upon a resident's official arrival, security assigns a bar code decal to their personal vehicle. 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 non-resident vehicle. If a resident sells his or her vehicle, the bar code will be deactivated, and the sticker should be removed.

## **ELECTRIC CAR CHARGING**

Electric cars must be charged at designated community charging stations only. Charging cars via 110v, 120v, or standard wall outlets (either directly or by extension cord) is prohibited. Those in violation will incur a \$100 fine for the first incident, with fees increasing by \$50 for each subsequent incident (e.g., \$150 for the second incident, \$200 for the third, etc.) Residents who paid for the installation of private electric car chargers may continue using their chargers as currently installed. No new private chargers will be installed except in single-family homes in Palm Acres, The Estuary, and The Enclave.

Shell Point provides 18 Blink EV charging stations for resident, visitor, and employee use. On The Island, eight chargers are located between Sundial and the facility operations building. In The Woodlands, two chargers are near the Oakmont garage ramp, and six chargers are near the car wash station at Center Court. In The Enclave, two chargers are located next to the mailboxes.

There is a fee for using the chargers. Residents can pay with a credit card or via the Blink Charging Mobile App. Upon downloading the app and signing up for an account, there are two ways to request private access at Shell Point.

Search for our location using the Search Bar - Select our location, then tap the Request Private Access.

Or begin with your account - Select Account > Membership > Private Access Organization. Tap the Invitation Code button, then enter the Invitation Code > SHEL1392

Upon clicking submit, a message requesting access will be sent to management. Once this is approved, you can charge with your new Blink account.

The charging fee is \$0.30 per kWh, with the electric rate subject to change based on Florida Power and Light rate adjustments. For the benefit of all users, remember to remove your vehicle from the EV charger once charging is complete. A grace period of 30 minutes is allowed post-charging, after which a \$2.00 per hour parking fee will be applied to cars that remain plugged in and parked at the EV charging locations.



# Parking

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## **PARKING MANAGEMENT AND ASSIGNMENTS**

The Parking Coordinator administers automobile parking space assignments and maintains a master parking plan for Shell Point. 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.

## **DESIGNATED SPACES**

Upon initial entrance to Shell Point, residents owning automobiles are assigned specific parking spaces. 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. Due to limited parking space availability, residents are required to check with the Parking Coordinator at (239) 454-2190 before purchasing any type of vehicle to ensure appropriate parking arrangements.

## **ELIGIBILITY**

To be eligible for an assigned parking space, a resident must occupy the residence for a minimum of four months per year and regularly drive an automobile. Residents who do not own a car will not be assigned a space, and parking spaces are no longer available for residents who cannot legally drive their automobiles due to the forfeiture of a driver's license. Assigned parking should not be assumed to cover any other situation, such as family, friends, private duty services, or another resident.

## **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 must utilize guest parking where available. If a resident owns a third automobile, boat trailer, RV, or oversized vehicle, parking must be secured off the property at the resident's expense. Collections of hobby and antique cars must also be stored off property at the resident's expense.

## **HANDICAPPED PARKING SPACES**

Under no circumstances may a handicapped parking space be assigned to a resident. Handicapped parking spaces on property must remain open to provide reasonable accommodation for anyone with a handicapped parking decal.

## **GOLF CART PARKING**

Golf cart parking spaces are assigned according to a designated master plan. If a golf cart space is unavailable, a resident who no longer owns an automobile may temporarily use an automobile parking space until an approved golf cart space opens. Once available, the golf cart will be reassigned to a designated golf cart space. No modifications, such as adding electrical outlets, altering parking bumpers, or adjusting striping, will be made to the automobile space for golf cart accommodation. Automobile parking always remains the priority.

Residents must secure an assigned space before taking delivery of a golf cart. If a resident fails to do so, Shell Point reserves the right to remove the golf cart from the premises, at the resident's expense, after reasonable attempts to contact them. Additionally, golf carts should not park in spaces designated for automobiles at amenities or common activity areas.

## **TEMPORARY OR SHARED PARKING**

Temporary parking in another resident's assigned space may be arranged directly between two residents. Shell Point does not assume responsibility for such an arrangement. Residents 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 should then be assigned as a Temporary Resident/Visitor 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 allocated 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 must 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, Harbor Court, and Sundial 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 a car and a golf cart, only one of those vehicles may 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 can be parked in any available parking space outside the building. Each building has 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 can be parked in any available marked parking space outside the building. Each Court has a limited number of visitor spaces available for guests.

**Estuary, Enclave, and Palm Acres Parking**

Residents will use their attached private garages and utilize driveways for additional parking.

**King's Crown, Arbor, and Springs 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 a car and a golf cart, only one of those vehicles may be assigned a primary covered space under the building or in the designated parking lot in front of the building.

**Garage, Carport, and Parking Space Utilization**

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

**Employee Parking Garage**

The Shell Point employee garage, located on The Island, is for employee parking only on weekdays from 7 a.m. - 5 p.m. Outside of these hours, this garage may be used for special event parking, Suzy Q guests, kayak users, or for special circumstances approved by the Parking Coordinator.





# Health and Wellness Services

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## **MEDICAL CENTER AND SPECIALTY CENTER**

Shell Point offers two medical centers to serve residents. The Medical Center at Larsen Health Center is a full-service primary care facility staffed by Shell Point physicians, nurse practitioners, and behavioral health specialists. The Arbor Medical Specialty Center, located in The Woodlands, provides residents with access to a variety of independent specialty providers.

## **SHELL POINT HOME HEALTH**

Shell Point Home Health is an onsite licensed (Medicare-certified) agency offering short-term, intermittent care to support Shell Point residents in their homes. Services are provided by licensed nurses and therapists under the direction of a physician or advanced nurse practitioner and are covered by Medicare when eligibility requirements are met. A referral from a Shell Point provider or an external healthcare provider is required to access these services. Available Home Health services include skilled nursing, physical therapy, occupational therapy, speech-language pathology, and medical social work. Contact the Home Health Office for more information at (239) 454-2145.

## **SHELL POINT HOME CARE - PRIVATE DUTY CARE**

Shell Point Home Care is an onsite licensed (non-Medicare) agency dedicated to helping residents remain in their homes whenever possible. Services are available in independent living, assisted living, or skilled nursing residences and range from a minimum of 4 hours to 24-hour care. The Home Care team includes licensed RNs, LPNs, certified nursing assistants (CNAs), and home health aides (HHAs), who provide care according to a personalized plan under the supervision of experienced registered nurses. Medicare does not cover Home Care services; charges will appear on your Shell Point statement. Residents can obtain a fee schedule by contacting the Home Care Office at (239) 454-2242.

Services include:

*Private Duty Care:* Staff members assist residents with personal care, activities of daily living, mobility, light housekeeping, meal preparation, errands, companionship, and respite care for caregivers. Additionally, CNAs provide one-on-one supportive care in skilled nursing facilities or hospitals. All services are delivered under the supervision of a registered nurse.

*Nursing Care:* Services include treatments and procedures such as medication management, which are not covered by Medicare. These services are provided by RNs or LPNs and include a personalized care plan and coordination with the resident's medical team and physicians.

*Care Management:* Registered nurses or LPNs assist with coordinating medical appointments and act as patient advocates. They facilitate communication between the residents, their designated representatives, physicians, and other care team members. Nurses also provide transportation to onsite and offsite medical appointments.

## **REHABILITATION CENTER**

The Rehabilitation Center at Shell Point, located on the first floor of the Larsen Health Center, offers comprehensive onsite rehabilitation and therapy services. Licensed physical therapists, speech-language pathologists, and occupational therapists provide inpatient and outpatient care for short-term and long-term rehabilitation needs. Specialized therapy programs include orthopedics, stroke recovery, cardiac rehabilitation, vestibular therapy, memory support, dysphagia treatment, low vision therapy, and aqua therapy. Find out how you can utilize the Rehab Center, by calling (239) 454-2256.

## **SHELL POINT CARE CENTER RESPITE PROGRAMS**

Shell Point offers two Respite Programs to support residents and caregivers. Caregivers can contact the Healthy Living Coordination Department for more information about these programs.

*Connected Living Day Retreat:* This program provides Shell Point residents with structured activities, supervised care, and companionship, offering occasional assistance or a much-needed break for caregivers. It includes half- and full-day options at no cost to residents. Registration and reservations are required at least one week in advance.

*Overnight Respite Program:* Designed for qualified Shell Point residents, this program provides overnight stays in an assisted living setting, ranging from two weeks to 30 days.

## **LABORATORY TESTS**

The Medical Center offers a range of laboratory tests, but it is important to note that test results are sent directly to the ordering physician, who will share the results with the resident. The Medical Center does not receive copies of these results. Laboratory tests must be requested by the resident's physician and require an appointment. Appointments for fasting and non-fasting blood work are scheduled through the Medical Center at (239) 454-2146.

## **RADIOLOGY**

Radiology services, including X-rays, ultrasounds, and echocardiograms, are available onsite at the Larsen Health Center through Lee Health. These services can be arranged at the request of the resident's practitioner, and requests from outside physicians can also be accommodated. The radiology department is conveniently located on the first floor of the Larsen Health Center, with appointments coordinated through the Medical Center. Residents are reminded to bring their Medicare and supplemental insurance cards to their appointment.

## **DENTAL SERVICES**

A dentist is available on the first floor of the Larsen Health Center one day each week by appointment. Appointments are also scheduled two days each week with the dental hygienist. The resident is responsible for payment at the time of service or on a schedule approved by the provider. Contact Fort Myers Dental Arts at (239) 454-2233.

## **BEHAVIORAL HEALTH**

Our Shell Point Behavioral Health Team can support residents who may be experiencing emotional or mental distress, as well as memory loss. Support groups are also available. For more information, inquire with the Medical Center at (239) 454-2146.

## **PHARMACY**

Shell Point residents have convenient access to an onsite pharmacy located on the first floor of the Larsen Health Center. Fully staffed to serve the independent resident population, the pharmacy offers various services, including prescription delivery. Over-the-counter products are available, and durable medical equipment (including wheelchairs and walkers) can be ordered through the pharmacy.

Note: For short-term emergencies, courtesy wheelchairs can be found in most residential courts and at Concierge Desks. Assisted Living and Skilled Nursing Residences also maintain a limited supply of wheelchairs for temporary use. Also, the volunteer Wheelchair Repair Group offers wheelchair and walker repairs.

## **MEDICAL APPOINTMENT BUS**

For a fee, the Shell Point medical bus is available for transportation to medical appointments scheduled off-campus in Fort Myers. Bus reservations must be made 48 hours or more in advance, and your appointment time must fall between 9:30 a.m. and 11 a.m. for morning appointments and 1:30 p.m. and 3 p.m. for afternoon appointments. Medical bus transportation service is intended for routine appointments

only. To schedule medical bus transportation, contact the Concierge Desks. Charges for this service will appear on your Shell Point statement. Alternate medical transportation and companion support may be available through Shell Point Home Care.

## **HOSPICE CARE**

Hospice care is offered as a Medicare-supported benefit in collaboration with trusted community partners and is available wherever you call home - independent living, assisted living, or skilled nursing residences. This service provides residents and their families compassionate palliative care focused on pain relief, symptom management, and emotional support at the end of life.



# Shell Point Continuum of Care

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## **SERVICES TO SUPPORT INDEPENDENCE**

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

## **HEALTHY LIVING COORDINATORS**

Healthy Living Coordinators play a crucial role in supporting Shell Point residents as they navigate their positive aging journey. Acting as trusted sources of information and support, these coordinators provide personalized guidance to every resident. Contact the Healthy Living Coordination Department at (239) 454-2299 to contact your Healthy Living Coordinator.

## **HEALTHCARE CONTINUUM AND LIFECARE SERVICES**

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 sending a resident to another healthcare facility is necessary, every practical effort is made through watchful monitoring and communication with those providing care to see that this philosophy of care is fulfilled.

## **ASSISTED LIVING FACILITIES: KING'S CROWN, THE ARBOR, AND THE SPRINGS**

Shell Point offers three assisted living facilities: King's Crown, The Arbor, and The Springs. Each residence features dedicated dining rooms where residents enjoy three freshly prepared meals daily. Beyond dining,

residents can access engaging activity spaces, including arts and crafts rooms, libraries, and more. A dedicated recreational team organizes daily events designed to inspire personal growth—educationally, spiritually, and socially—through fun and meaningful interactions with friends. Skilled staff members are available to assist with medications, dressing, bathing, mobility, bed-making, physician access, and emergency needs, ensuring residents receive personalized support tailored to their needs.

#### **Additional Fees In Assisted Living**

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, which may be requested to provide specialized support.

### **SKILLED NURSING: LARSEN HEALTH CENTER**

The Larsen Health Center is a 180-bed skilled nursing facility licensed by Florida's Agency for Healthcare Administration (AHCA) and fully certified by Medicare under the Centers for Medicare and Medicaid Services (CMS) standards. It offers a comprehensive range of services, from short-term rehabilitation to long-term care, all guided by a person-centered care philosophy. This approach emphasizes tailoring care to each resident's individual abilities and clinical needs.

Every resident at the Larsen Health Center receives a Personalized Care Plan developed by an interdisciplinary team of healthcare professionals. This plan, created within a set timeframe after admission, addresses dietary, nursing, psychosocial, rehabilitation, and medical needs. It is reviewed at least quarterly with the resident, their family, and the care team to ensure it remains aligned with their evolving needs.

The attending physician makes Long-term placement decisions in consultation with the resident, family, and interdisciplinary team. Long-term placement may be necessary if a resident's physical or cognitive condition prevents independent living or continued residence in assisted living. Should long-term care become essential, the interdisciplinary team will support the transition by assisting with family coordination, residence arrangements, and other transitional needs.

### **MEMORY CARE: CONNECTED LIVING AT THE SPRINGS**

Connected Living at The Springs offers assisted living memory support designed to benefit individuals with early to mid-stage cognitive loss. The facility features 26 private units, and two semi-private units with ensuite bathrooms and is thoughtfully divided into two households. Each household includes an open-concept living room, dining area, and kitchen, fostering a warm, home-like atmosphere. For more information about Connected Living at The Springs, contact the Healthy Living Coordination Department.



# Emergencies and Important Notifications

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## **EMERGENCY CALLS**

In the event of a medical crisis, dial 911 immediately. When possible, also notify the Call Center.

## **IN CASE OF EMERGENCY FORMS**

All independent living residents are encouraged to keep a completed Shell Point ICE (In Case of Emergency) form in a protective plastic sleeve on top of their refrigerator. Each resident in the residence should have an individual form. Emergency Medical Services are trained to locate this form in this designated spot to access vital information during an emergency. Keep the form current and replace it if used during an emergency. Contact the Healthy Living Coordination Department for additional forms, protective sleeves, or assistance.

## **EMERGENCY CONTACT INFORMATION**

The Healthy Living Coordination Department maintains a database of contact information for close relatives and other designated individuals to allow for necessary or emergent communication. To update this information, contact the Healthy Living Coordination Department.

## **OVERNIGHT ABSENCE NOTIFICATIONS**

In preparation for an absence, notify your family of your plans so they know where you are and how to reach you. Consider notifying your Court Representative, a friend, or a neighbor regarding your plans. The maintenance department will perform periodic checks and scheduled preventative maintenance of the residence during any extended absences. If a resident fails to notify the Call Center of an extended absence, Shell Point reserves the right to enter the residence to perform these inspections periodically.

## COMINGS AND GOINGS FORM

Completing a “Comings and Goings” form every time you anticipate an overnight absence allows our team to take the necessary steps to look after your residence and provides peace of mind about your whereabouts. Importantly, if you do not complete a comings and goings form, you may be held responsible for any damage to your unit caused by your absence (i.e. leaks, mold). You can find the form at concierge desks or online at [ShellPoint.net](https://www.shellpoint.net). Ideally, this form should be submitted three days before your departure, especially if there are special instructions for your home. Return the form to any concierge desk, send it via internal mail to the Call Center, or drop it off at a security gate. In the event of an unexpected departure, contact the Call Center and provide the information by phone.

## HOSPITALIZATION

### Notification Of Planned Stays

Residents are encouraged to contact the Larsen Health Center Admissions Office before any planned or scheduled hospitalization. This helps in preparing for the resident’s return should services at the Larsen Health Center be needed.

### Guidelines

Shell Point physicians do not serve as primary doctors in hospitals. Hospitalization is a decision made by a physician and may be coordinated by a Shell Point physician, a specialist, or a local provider.

### Discharge To Larsen Health Center

Hospital discharge is determined by the hospital physician caring for the resident. For residents returning to the Larsen Health Center, the transition will be coordinated by the hospital physician, the hospital case manager, and the Larsen Admission Coordinator. Once back at the Larsen Health Center, residents will be under the care of the Shell Point attending physician.

### Gulf Care Transport for Hospital Discharges

Shell Point has contracted with Gulf Care Transport to coordinate transportation from any Lee County Florida hospital upon discharge until 7 p.m. Contact Gulf Care Transport directly to coordinate pick up by calling (239) 288-4741 or contact the Call Center. Charges for this service will appear on your Shell Point statement.



## **REGISTRATION FOR PRIVATE DUTY PERSONNEL (NON-SHELL POINT PROVIDERS)**

Residents in independent or assisted living at Shell Point may secure the services of a private caregiver, either independently contracted or hired through an agency. These services may be provided on a shift basis but are not permitted on a live-in basis, except for residents in Palm Acres. Private caregiver services are also allowed in the skilled nursing facility, subject to Shell Point's policies.

*Private Duty Personnel Registration Requirements:* Both the resident and private caregiver or agency must register with the Shell Point Home Care Office at (239) 454-2242. Caregivers must complete the Private Duty Registration Packet and provide the following within 30 days of beginning their service: current FBI/Level 2 criminal background check, TB test results, and proof of training in BBP, TB, and AIDS. Alternatively, caregivers may arrange for Shell Point to complete these screenings, tests, and training.

*Private Duty Personnel Policy Adherence, Conduct, and Attire:* Private duty caregivers must adhere to Shell Point's policies and procedures, including maintaining professional dress and conduct while on the property.



# Advance Directives

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Residents are encouraged to make decisions about their future healthcare options while they have the opportunity. By planning ahead and expressing preferences in advance, you take an active role in shaping your future care. The Legacy Foundation at Shell Point offers complimentary assistance in preparing the necessary documents. Once finalized, these documents will be securely shared with the appropriate departments at Shell Point to ensure they are readily accessible when needed. Contact the Legacy Foundation at (239) 466-8484.

## **DECISION-MAKING RIGHTS**

Under Florida law, competent adults have the right to decide about their healthcare, including the right to accept or refuse medical treatment. To protect this right in cases of physical or mental incapacity, Florida law allows individuals to communicate their medical preferences in advance through Advance Directives. Advance Directives are required for residents receiving care at the Larsen Health Center and are strongly recommended for all other residents. Below is a summary of the primary types of Advance Directives. Residents can contact the Healthy Living Coordination Department or the Legacy Foundation for more information. To ensure accessibility for medical and healthcare staff when needed, all Advance Directives and any updates should be filed with the Healthy Living Coordination Department, the Medical Center, or the Larsen Health Center Admissions Office.

## **LIVING WILL**

A living will allows the resident to express, in advance, their wishes regarding providing, withholding, or withdrawing life-prolonging procedures if 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 themselves.

## **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 cannot 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 if they suffer from a terminal condition or permanent and irreversible state of unconsciousness. The resident's healthcare surrogate must make healthcare decisions they believe the resident would make for themselves, 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 looks 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.

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



# Health Insurance, Medical Billing, and Medical Records

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## **MEDICARE BILLING AND HEALTH COVERAGE INFORMATION**

As the landscape of insurance and governmental healthcare plans continues to evolve, it is important to consult Shell Point before changing your healthcare policies or coverage. For questions about your current health insurance or to understand the potential impact of future changes, contact our Medical Billing Office at (239) 433-7937.

The Medical Billing Office, located on the first floor of the Larsen Health Center, handles inquiries related to Medicare, Medicaid, health coverage, medical insurance, supplemental insurance, long-term care policies, and other healthcare billing matters. Since Shell Point's resident agreements are designed around traditional Medicare and the provision of supplemental "custodial care" as defined by Medicare, we strongly recommend consulting the Medical Billing Office before adjusting any healthcare policies or supplemental coverages.

## **SUPPLEMENTAL HEALTH INSURANCE**

Residents are strongly advised to maintain a supplemental health insurance policy beyond Medicare. This is especially important if hospitalization is required. Provide current insurance information to the Medical Center and 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**

Shell Point physicians and providers are not participating providers for most HMO plans. Shell Point Medical Center providers are only in-network with Blue Cross/Blue Shield Medicare Advantage PPO plans and Humana Advantage PPO plans. This in-network status is for outpatient services only. Note that these plans do not include in-network coverage for physician services in skilled nursing at the Larsen Health Center.

## **FINANCIAL REQUIREMENTS RELATED TO LARSEN HEALTH CENTER**

Except for Medicare A admissions (rehab-oriented), the cost of Larsen Health Center services may be included in the monthly maintenance fee, depending upon the terms of the resident's specific Shell Point residence contract. Except for patients under rehab-oriented services through Medicare A, individuals in the Larsen Health Center 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 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.

Shell Point is not contracted (in-network) with any HMO or PPO/Medicare Advantage Plans for any skilled nursing services in the Larsen Health Center. If a resident is admitted to the Larsen Health Center with a Medicare A-qualifying stay, they must fully utilize their Medicare benefits and are contractually responsible for any deductibles or co-pays not covered by Medicare or supplemental insurance. Contact the Larsen Health Center Admissions Office for questions regarding Residence Contract coverage related to a Larsen Health Center admission.

## **ACCESSING ELECTRONIC HEALTH RECORDS**

By providing an email address and accepting a password, residents can access personal medical information through our patient portal in Advanced MD and interact with a medical provider. To find out more about this service, contact the Medical Center.

## **KEEPING MEDICAL RECORDS CURRENT**

Notify the Medical Center of any hospitalizations or changes in health status to ensure that your medical record remains complete and up to date for accurate diagnosis and treatment. If you see multiple physicians in the area, request that they fax relevant information to your Shell Point Medical Center physician at fax number (239) 454-2111.



# Financial Information and Services

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## **THE FINANCE DEPARTMENT**

Located on the ground level of the Oakmont parking garage in The Woodlands, the Finance Department can assist you with your resident account. The finance team can help you with questions about your monthly statement, meal plans, ad valorem taxes, and charges or payments to your account. Simply call (239) 454-2075.

## **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 and bills residents for their portion. There are three exemptions which may apply:

## **HOMESTEAD EXEMPTION**

If a resident's Shell Point unit is their primary home, they may be entitled to the Homestead Exemption on the first \$25,000 and the third \$25,000 of taxable value. Residents must apply for the Homestead Exemption and for portability of the Save Our Homes benefit from a previous homestead by contacting the Finance Department and completing the required forms. Residents who transfer to a new unit should contact the Finance Department to determine if they qualify for the Homestead Exemption with their new unit.

## **INCOME EXEMPTION**

Residents may also be entitled to an Income Exemption if their gross income from all sources (including Social Security) is less than the State of Florida guidelines, revised yearly.

### **Disability Exemption**

Disabled veterans may qualify for a Disability Exemption if the Veterans Administration has declared them 100% permanently disabled. A widow or widower may also qualify for this exemption if the deceased spouse qualified.

Currently, our healthcare facilities are exempt from Ad Valorem Tax, so Assisted Living and Skilled Nursing residents are not billed for tax.

Shell Point residents who obtain one of the three exemptions above will also be eligible for a Save Our Homes credit from the Lee County Property Appraiser, which limits the annual increase to the assessed value and, over time, can help to reduce the amount of Ad Valorem Taxes owed. For questions regarding property taxes, contact the Finance Department at (239) 454-2170.

## **LEGACY FOUNDATION AT SHELL POINT**

The Legacy Foundation at Shell Point was created to support residents' financial, philanthropic, and estate planning needs. The Foundation provides various services, including financial planning and estate design consultations; referrals to financial advisors, CPAs, and estate planning attorneys; estate administration services such as serving as a personal representative, document safekeeping; preparation of healthcare advance directives, and notary services. Residents are strongly encouraged to consult an attorney or certified public accountant before making significant investment decisions.

### **Daily Money Management Service (Bill Paying Service)**

The Legacy Foundation at Shell Point provides residents with a daily money management service for a monthly fee. With this service, bills are paid on time and accurately, 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 at (239) 466-8484 to learn more about this service.

### **Residents Experiencing Financial Difficulties**

Residents facing challenges in meeting their financial obligations to Shell Point are encouraged to contact the Executive Director of the Legacy Foundation at (239) 466-8484. Shell Point has established guidelines to provide subsidy support for residents needing financial assistance with essential expenses. All inquiries are managed with strict confidentiality.

### **Veterans Benefits**

Shell Point residents who have served in the United States Armed Forces may be eligible for financial assistance through Veterans Affairs (VA) programs. Many VA programs require wartime service and may include asset limitations. For more information, contact the Healthy Living Coordination Department at (239) 454-2299.

## PROPERTY INSURANCE

Residents often ask about the types of insurance they should maintain after moving to Shell Point. Consulting with an insurance advisor is strongly recommended to assess individual circumstances and determine the most suitable coverage. Typically, residents evaluate whether an HO4 (tenant) or HO6 (condo) insurance policy aligns best with their specific needs. Given Shell Point's proximity to water, confirming with an insurance advisor that the policy includes wind and flood risk coverage is important. The following list outlines key coverage components to consider when reviewing insurance options as a Shell Point resident.

### **Dwelling Coverage – Tenant Insurance (HO4)**

Shell Point residents are typically classified as “tenants” within the insurance industry because their residency does not involve property ownership. Most tenant policies provide coverage for personal property. Residents are strongly encouraged to obtain tenant insurance, the most commonly chosen policy type for Shell Point residents regarding their units.

### **Additional Dwelling Coverage – Condo Insurance (HO6)**

Some residents may opt for condo insurance instead of tenant insurance based on the value of upgrades or improvements to their units. Additional dwelling coverage typically protects items permanently affixed within the unit that are not covered under Shell Point's policy. This coverage can often include custom features such as upgraded appliances, flooring, and countertops installed at the resident's expense. It can also cover alterations or improvements to the unit that fall outside the scope of Shell Point's policy.

### **Personal Property insurance**

This coverage is often bundled within either an HO4 (tenant) or HO6 (condo) insurance policy to cover belongings that are damaged or stolen, either while inside your unit or outside the premises. Personal property coverage applies to various items, including clothing, furniture, technology, and other household furnishings. Additionally, residents are advised to secure vehicle insurance, including automobiles, golf carts, and boats.

### **Personal Liability insurance**

This coverage can also be bundled within an HO4 (tenant) or HO6 (condo) insurance policy to cover you if somebody files a lawsuit against you claiming injury or property damage. A key consideration relates to damage to the unit and neighboring units due to negligence on the part of the resident. In this case, the resident bears the burden of the restoration cost, and personal liability insurance can help mitigate these expenses.





# Safety

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## **AUTOMATED EXTERNAL DEFIBRILLATORS (AEDS)**

AEDs are strategically located throughout the community. These life-saving devices are accessible in key areas to provide immediate assistance during cardiac emergencies. AED units provide clear instructions that guide users through the process, helping those without medical training to operate them confidently in an emergency. An AED unit is located on the second floor of the Wright Wellness Center in the fitness room. Another unit is near the women's restroom at Center Court in The Woodlands. Also, two security patrol vehicles are equipped with AED units.

## **AMENITY SAFETY**

### **Fitness Centers**

For the safety and comfort of all users, appropriate closed-toe shoes and modest attire are required in all fitness centers. Individuals, particularly those new to exercise, are strongly advised to consult a physician before beginning any fitness-related activities. Residents are expected to accompany their guests to the fitness centers and ensure they adhere to facility guidelines.

### **Swimming Pools**

Shell Point has five swimming pools. These include the Aquatic Center on The Island, the Woodlands Pool, Eagles Preserve Pool, Estuary Pool, and 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. Shower before entering the water. Note that posted rules and regulations 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. Food and glass bottles are not permitted at any of the pools. Residents should accompany their guests when using the pools and encourage them to follow the guidelines.

### **Walking Paths**

Residents should use the designated walkways throughout the property. 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. After dark, wear light-colored, reflective clothing and carry a flashlight. When walking on the roadway, walk on the left, facing the traffic flow. Move completely off the roadway when stopping to chat or admire a view. A map of walking trails is available at the Concierge Desks.

## **IN-HOME SAFETY**

### **In-Home Assistance Call System**

Each residence has a pull-cord alert system to request Shell Point staff support for non-crisis assistance. When activated, staff will respond within a reasonable timeframe, depending on the volume and severity of incoming calls. Pulling the cord sends sufficient location information for personnel to locate the residence. To ensure accessibility, the cord should remain hanging freely. Once the call is completed, press the switch upward to disconnect.

### **Morning Assurance Check-In System**

Shell Point offers a Morning Assurance check-in system for Independent Living residents who choose to enroll. Participants check in by pressing a button under the blinking red light on the call panel between 5 a.m. and 9 a.m. each morning, signaling they are up and about. By midmorning, staff members review the list of residents who did not check in and follow up by phone or personal visit. To enroll, contact the Call Center at (239) 454-2190. For questions, contact the Healthy Living Coordination Department at (239) 454-2299.

Note: The blinking light activates daily at 5 a.m. for all residents but is only monitored for program participants. You may press the button to stop the blinking even if you are not enrolled.

### **Disposal Of Sharps Containers – Independent Living**

Residents in independent living who use sharps containers for syringe disposal can request pick-up by contacting the Call Center at (239) 454-2190. New sharps containers are available for order at the pharmacy. Alternatively, residents may take their sharps containers to the local fire station to drop-off and receive a replacement.

### **Medication Disposal**

To dispose of unused or expired medicines, take them to one of the following Fort Myers drug take-back locations.

Lee County Sheriff's Office, West District – 15650 Pine Ridge Rd,  
(239) 477-1830

Lee County Sheriff's Office, Main Headquarters – 14750 Six Mile Cypress Pkwy, (239) 477-1000

Publix Pharmacy on Gladiolus – 11600 Gladiolus Dr, (239) 437-3681  
No creams or liquids.

## **RESIDENCE LOCKOUTS**

Residents locked out of their homes should contact the Call Center for assistance. On-duty maintenance or security staff will unlock the door. Note that changing a residence's entry door lock is not permitted.

## SECURITY

The Shell Point campus is staffed/monitored 24/7 and has security patrols covering all areas of the property. Residents also play a key role in maintaining a secure community. If anything unusual is observed, promptly contact the Call Center. Security starts with simple precautions. Always lock the doors to your home and vehicles. Residents may consider using safety deposit boxes at local banks to protect personal belongings. Residents may also purchase a safe and contact the Call Center to assist in coordinating the installation.

## FIRE SAFETY

### **Immediate Action – Evacuate, Dial 911**

In the event of a fire, leave the building immediately. As you are leaving, activate the nearest fire alarm pull-box, located near all exit stairs. Dial 911 to notify the Fire Department, then call the Call Center. Before opening any closed doors, feel them with the back of your hand; if a door feels hot, do not open it. Once you have evacuated, move to a safe location away from the building. Never re-enter a burning building once you have evacuated.

### **Exits**

For ground-floor residences, either the front door or the lanai can be used as an exit during a fire. Residents in upper-floor units should use the nearest staircase to exit the building. Elevators should never be used in the event of a fire.

### **If You Can Not Evacuate**

If heavy smoke or heat makes evacuation impossible, stay inside your residence and immediately call 911 to alert the Fire Department of your location. Place wet towels around the door to seal any openings and prevent smoke from entering. Keep all doors and windows closed to minimize drafts. If smoke begins to fill the room, stay low to the ground and crawl to find cleaner air. Remember that smoke and toxic fumes are the leading causes of fire-related injuries, not the flames.

### **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, 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 residents to maintain.

### **Fire Alarm Tests**

Alarm systems are tested quarterly. Residents are notified before 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 any other time, 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 residents advance notification of scheduled inspections. However, if a resident is not home at the scheduled time, Shell Point reserves the right to enter the residence to complete the inspection.

## **HURRICANE PREPARATION**

Each year, before hurricane season begins, 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 Concierge Desks.

### **Mandatory Evacuation**

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

### **Hurricane Shelters**

Shell Point has two Lee County-approved emergency shelters. The Island Parking Garage Shelter is for residents who live independently, and the Larsen Health Center Shelter is for residents who reside in one of the Shell Point Care Centers. If a resident living in independent living has significant medical issues, they should complete a special needs form for approval to stay at the

Larsen Health Center Shelter. This form is available by contacting the Healthy Living Coordination Department at (239) 454-2299. Note that neither shelter can accommodate pets. Read the Shell Point Hurricane Preparedness Guide at [ShellPoint.org/Storm](https://ShellPoint.org/Storm) for sheltering tips and information.



# Staff Member Interactions

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## **GRATITUDE, TIPPING, AND GIFTS TO EMPLOYEES**

Most Shell Point employees are prohibited from accepting tips, gifts, or unwanted household or personal items from residents. Exceptions include employees working in Shell Point salons and spas, restaurant wait staff, and golf course bag handlers. All employees are aware of this policy and understand that violation may result in termination. 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.

## **EMPLOYEE PERFORMANCE ISSUES**

If a resident has a question or complaint about an employee's responsibilities or performance, do not confront the employee directly. Instead, contact the Human Resources Department at (239) 454-2162 to discuss this issue in private. The Human Resources Department will contact the employee's supervisor, who will then take the appropriate steps to address the issue with the employee.

## **RESIDENT EMPLOYMENT**

Employment of Shell Point residents is prohibited. Limited exceptions to this policy may be made with prior approval of Administration.



# Contact List

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## DEPARTMENTS AND ORGANIZATIONS LISTED IN THIS MANUAL

Administration.....	(239) 454-2156
Blue Stream Dedicated Customer Service Line.....	(772) 213-9696
Call Center.....	(239) 454-2190
Concierge Desk - The Island.....	(239) 454-2282
Concierge Desk - The Woodlands.....	(239) 454-2054
Director of Resident Life .....	(239) 454-2254
Dock Master .....	(239) 454-2184
Finance Department - General Questions.....	(239) 454-2075
Finance Department - Property Taxes.....	(239) 454-2170
Fitness Supervisor.....	(239) 454-2107
Fort Myers Dental Arts.....	(239) 454-2233
Gulf Care Transport .....	(239) 288-4741
Health Insurance Billing Office .....	(239) 433-7937
Healthy Living Coordination Department .....	(239) 454-2299
Home Care Office (Private Duty).....	(239) 454-2242
Home Health Office.....	(239) 454-2145
Human Resources Department.....	(239) 454-2162
Larsen Health Center Admissions Office.....	(239) 415-5433
Legacy Foundation at Shell Point.....	(239) 466-8484
Medical Billing Office .....	(239) 433-7937
Medical Center .....	(239) 454-2146
Medical Center Fax (Medical Records) .....	(239) 454-2111
Parking Coordinator .....	(239) 454-2190
Rehabilitation Center .....	(239) 454-2256
Resident Life Department .....	(239) 454-2289
Security .....	(239) 454-2126
Set-Up Team .....	(239) 671-0570
Shell Point Main Line.....	(239) 466-1111
Wheelchair Repair Group – Volunteer.....	(239) 466-1111, ext. 3260