



Laguna Woods Mutual No. Fifty (The Towers) Resident's Employee Code of Conduct Resolution M50-12-20

Tower residents who employ personal assistants or any type of resident employee are responsible for the conduct of said employees in accordance with Article II, Section 6 of the Covenants, Conditions and Restrictions which state in part "no owner shall permit or suffer anything to be done within the Project which will obstruct or interfere with the right of other persons in the Project or annoy them by unreasonable noises or otherwise, nor shall he commit or permit any nuisance or commit or permit any immoral or illegal act within the Project". In order to ensure that the resident's employees abide by the policies and rules of The Towers, we provide the following information. (Whenever the masculine is mentioned, it includes the feminine). Please note: Failure of a resident to enforce this Code of Conduct with the resident's employee could result in disciplinary action as provided in the Bylaws.

Resident's employees must fill out the Resident's Employee Code of Conduct Information and Acknowledgement form available at the Reception Desk for each employer.

A Resident's employee is required to sign in at the Reception Desk at the beginning of his shift and must sign out at the end of his shift. In the event that resident's employee uses the tunnel to gain access to The Towers, signing in and out at the Reception Desk is still required. When in The Towers' common area, resident's employees are required to wear identification that identifies them as a resident's employee.

The thirteen (13) **parking spaces in front of The Towers are for guests only**. A resident's employee may park in his employer's carport as arranged with the resident or in the parking lot off Avenida Sosiega.

1. Resident's employees are required to dress in keeping with the formal environment of The Towers. Resident's employees are required to comply with the dress code of the dining rooms whether dining or escorting a resident to dine. Nursing uniforms are not permitted.
2. Mutual Fifty strives for high quality and prestigious independent senior living. Resident's employees using Common Areas must comply with these standards at all times.

3. A resident's employee must present the appropriate guest ticket when dining with his resident employer.
4. The appropriate area for resident's employees awaiting resident employers dining in the Crystal Dining Room is Lounge I. Lounge II is appropriate for resident's employees awaiting resident employers dining in the California Dining Room. **The area immediately adjacent to a dining room entrance is not to be used by anyone not waiting to dine. Resident's employees must wait at least thirty (30) feet from the dining room entrance.** The hostess will notify a resident employee when the resident employer is ready to leave.
5. A resident's employee, when asked to do laundry, shall use the laundry facilities on the floor where his resident employer resides. **The Board of Directors states their position that the resident's employee refrain from using laundry facilities on other floors; or for using Mutual Fifty facilities for personal laundry.**
6. Resident's employees using Tower shopping carts are to return them to the tunnel immediately after use or call the Reception Desk to advise where the carts are located so a staff member may return them to the tunnel.

This Code of Conduct serves resident employers so they can inform resident's employees working in The Towers what the resident's employees are expected to do and the professional demeanor they should present.

The Resident is responsible for assuring that this Code of Conduct is followed. Failure to comply will result in you or your legal representative meeting personally with the Board of Directors to resolve the issue as provided in the Bylaws of the Corporation.

Because The Towers is home to individuals from many walks of life, it is a formidable task to maintain rules that are considerate of everyone's needs. Resident's employees are expected to display professionalism in demeanor and dress at all times. The Board of Directors expects that each resident employing a resident employee will communicate this Code of Conduct to the resident employee to ensure the best possible living environment for all residents.

For your protection, it is suggested that you hire caregivers who are registered with reputable services. If someone approaches you to help, ask him or her if they are registered with a home care service. Ask for the name and telephone number of the agency and check it out. Call the Social Services Department (597-4267) for referrals if additional services are needed.