



**2020**

**Retirement Community  
Resident Handbook**

**We're happy to have you be part of our growing family!**

**IN THE BEGINNING...**

Bertha Snyder, longtime Metamora resident, left many wonderful gifts to the community she loved. Throughout her lifetime, Mrs. Snyder touched many with her generous spirit. Community members of all ages and all walks of life share memories and stories of their contacts with her. But long after the stories are forgotten, the legacy Mrs. Snyder left to the community will live on, serving the citizens of Metamora and the surrounding communities.

The 1.2 million dollar bequest left by Mrs. Snyder has provided Metamora with the Snyder Memorial Medical Center, the Metamora Community Foundation and Snyder Village; a full-service campus containing a Retirement Community, Assisted Living facility and Health Center, along with numerous support services.

The Retirement Community at Snyder Village consists of 39 one-bedroom apartments attached to the Health Center, and a community of duplex cottages skirting the campus. The cottages, which are available in a variety of different floor plans, consist of two-bedroom cottages with attached garages. The growth of the retirement community has been steady, from two occupied cottages in April of 1988 to over 170 cottages today.

Our Assisted Living facility has 65 private studio, one and two bedroom apartments designed for individuals who wish to keep their independence, with some level of assistance. Memory Care, is also available. Memory care is designed to care for residents with early to mid-stage dementia related diseases.

Snyder Village Health Center opened its doors on July 1, 1988. This skilled care facility has developed into a highly respected nursing facility serving residents of not only Metamora, but also the entire tri-county area. The 104 bed Health Center is Medicare and Medicaid Certified. It provides a high level of nursing care; as well as Physical, Occupational, and Speech therapies. All therapies are also available on an outpatient basis. The Health Center Memory Care provides specialized care to persons suffering from Alzheimer's disease or other severe memory-related issues.

Snyder Village is a Christian oriented, not-for-profit corporation, operated under the oversight of a Board of Directors made up of local residents, dedicated to serving the needs of the area's elderly.

We hope that this handbook will assist you in getting acquainted with Snyder Village. This is your home. We encourage you to get involved and make the most of your retirement years with us! If you should have any questions, please feel free to call the Retirement Community Director's office at 367-4900, the Health Center receptionist at 367-4300, the Assisted Living Director's office at 367-2500 or the Home Care director at 309-367-2300.

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# **SNYDER VILLAGE MISSION & VALUES**

## **OUR MISSION**

Snyder Village is a non-profit community Health Center, Retirement and Assisted Living facility. We are committed to providing for the physical, emotional and spiritual needs of others in a loving, dignified and Christian atmosphere.

## **OUR VALUES**

1. We will have a program of Christian Ministry to people of all faiths.
2. We will be creative, innovative, and dynamic in new approaches to care for the elderly.
3. We insist upon an organization that has financial integrity.
4. We will be sensitive listeners toward meeting the elderly needs.
5. We will follow Christian ethics in our labor relations.
6. We will promote wellness concepts because our bodies are temples of God.

## **OUR CAMPUS ATMOSPHERE**

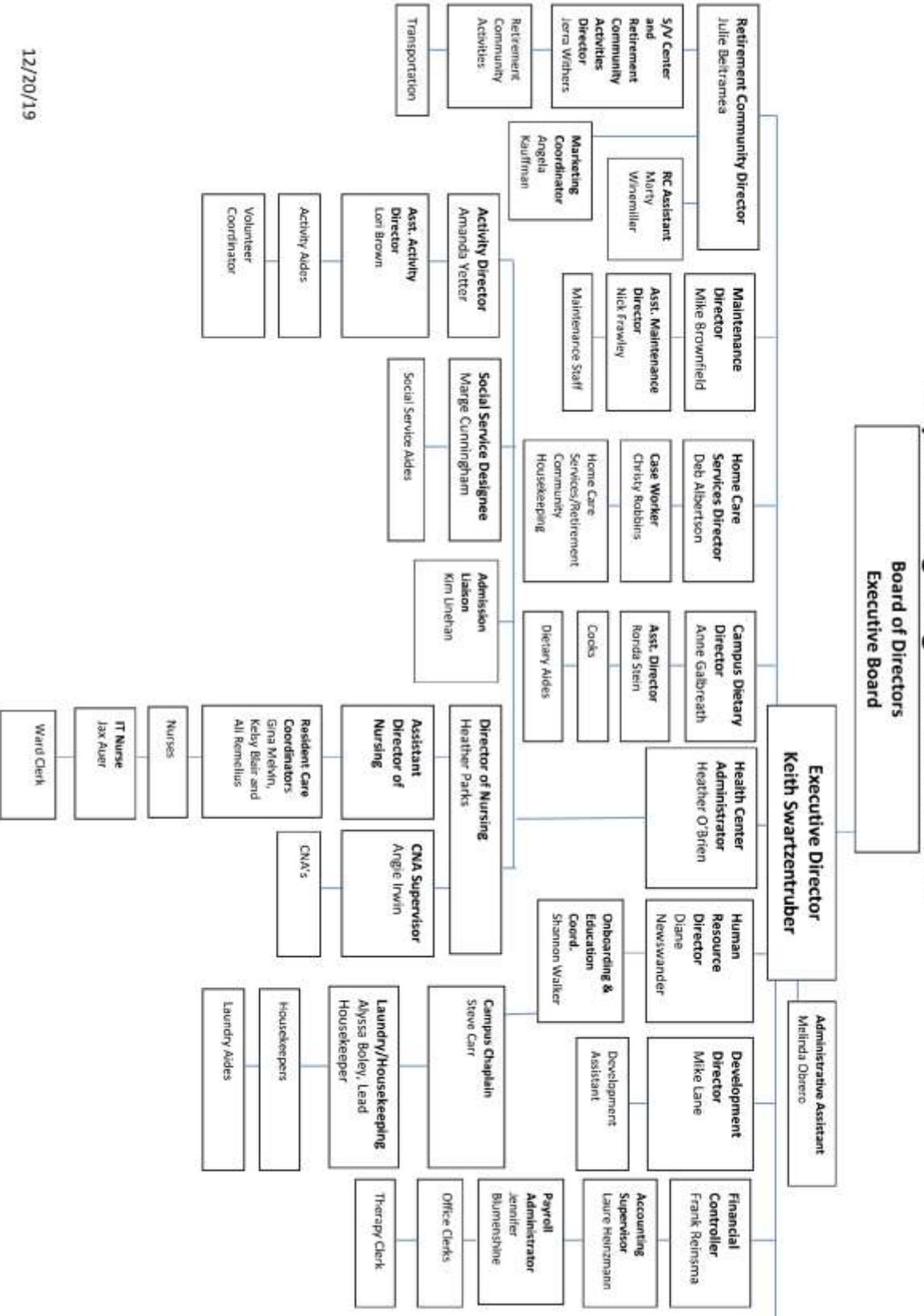
1. Develop an active Christian emphasis
2. Encourage personable, sociable, warm and friendly relationships
3. Provide a clean and comfortable campus
4. Maintain a secure campus
5. Create a living, dynamic atmosphere
6. Emphasize positive attitudes toward older persons

## **THE FUTURE**

Snyder Village is committed to taking leadership in identifying and meeting needs of older persons in central Illinois. The organization will continue to be creative, innovative and dynamic in developing new approaches to care for the elderly.



# Snyder Village Organizational Chart



12/20/19

# **SNYDER VILLAGE STAFF AND BOARD**

## **RETIREMENT COMMUNITY**

Julie Beltramea, Retirement Community Director, 367-4300, Ext. 111  
Marty Winemiller, Retirement Community Administrative Assistant, 367-4300, Ext. 211  
Jerra Withers, Retirement Community Activities Manager, 367-4300, Ext 181  
Kathy Patton, Activity Assistant, 367-4300, Ext. 134  
Deb Albertson, Snyder Village Home Care Director, 367- 2300 ext 161  
Christy Robbins, Snyder Village Home Care 357-2300 ext 160  
Mary Weyeneth, RC Wellness Nurse, 367-4300, Ext. 182

## **MAINTENANCE**

Mike Brownfield, Campus Maintenance Director, 367-4300, Ext. 109  
Retirement Maintenance, 367-4300, Ext 108

## **VOLUNTEERS**

Ashley Thompson, Volunteer Coordinator, 367-4300, Ext. 122

## **ASSISTED LIVING**

Angie Watkins, Assisted Living Director, 367-4300, Ext. 104

## **HEALTH CENTER**

Heather O'Brien, Health Center Administrator, 367-4300, Ext. 113  
Heather Parks, Director of Nursing, 367-4300, Ext. 130  
Nurse Liaison, 367-4300, Ext. 132, cell is 370-3186  
Marge Cunningham, Social Services Director, 367-4300, Ext. 120  
Amanda Yetter, Activity Director, 367-4300, Ext. 180  
Anne Galbreath, Dietary Manager, 367-4300, Ext. 140

## **ADMINISTRATIVE STAFF**

Keith Swartzentruber, Executive Director, 367-4300, Ext. 110  
Mike Lane, Director of Development, 367-4300, Ext. 116  
Diane Newswander, Human Resources, 367-4300, Ext. 112  
Angela Kauffman, Marketing Coordinator, 367-4300, Ext. 133  
Frank Reinsma, Financial Controller, 367-4300, Ext. 114  
Laure Heinzmann, Staff Accountant, 367-4300, Ext. 115  
Health Center Receptionist Desk, 367-4300, Ext. 100

## **BOARD OF DIRECTORS**

Diane Gravlin, President, Greg Minger, Vice President, Gary Baranowki, Secretary, Tom Brock, Treasurer, Lois Lampe, Wendee Guth, Pete Streid, Lisa Obery, Gary Salm.

## **GETTING HELP**

**Our Retirement Community Director and Assistant, 367-4900, will be your primary contact, coordinating the information and services provided by the Snyder Village staff to the residential community.** If you have a question, a problem, a comment, or a concern, the Retirement Community office will be able to put you in contact with the appropriate party.

# **MOVING PREPARATION**

## **ELECTRICAL & GAS SERVICE**

Cottage residents must contact Ameren at 1-888-672-5252 to arrange for services to be placed in your name by the possession date. Apartment resident's power usage is included in their monthly service fee.

## **WATER SERVICE**

Cottage residents will need to contact the Metamora Water Department and have the water service placed in their name by the possession date. The telephone number for the Metamora Water Department is (309) 367-4044. Apartment resident's water service is included in their monthly service fee.

## **TELEPHONE/INTERNET/CABLE**

For telephone, internet and/or cable service, call the MTCO at (309) 367-4197. Their office is located at 220 North Menard. Please notify the Retirement Community Office prior to your possession date with your new phone number in order to connect the emergency call system.

## **TELEVISION**

If you would like cable T.V. hookup thru Snyder Village, please notify the Retirement Community Office at 367-4900. The cost is \$40 per month and will be added to your monthly statement.

If you would like satellite TV, you may contact a carrier of your choice. Cost of equipment, installation and service are the responsibility of the cottage or apartment resident. Satellite dishes cannot be installed on the structure of the cottage/apartment. It should be placed within landscaping around cottage/apartment.

## **MAIL**

Mail is delivered to cottage residents at a nearby mail tree. The Metamora Post Office assigns the box number and their phone number is (309) 367-4741. Daily hours are 9:00 a.m. to 11:00 a.m. and 12:00 p.m. to 5:00 p.m. Monday through Friday, and 9:00 a.m. to 11:30 a.m. Saturday. Outgoing mail can be deposited in the outgoing slot of the mail trees. Large packages should be taken to the Post Office. The mailing address for cottage residents is:

Your Street Address  
Metamora, IL 61548

Apartment mail will be delivered to your apartment mailbox by the post office. Outgoing mail can be left in the outgoing mailbox. Apartment residents will be issued a mailbox key by Snyder Village. For apartments 1 - 20 the mailboxes are located in the vestibule at the front entrance and for apartments 21 - 41 the mailboxes are located in the hallway inside the S/V Center entrance. The mailing address for apartment residents is:

1200 E. Partridge  
Apartment #  
Metamora, IL 61548

# **LEARNING TO KNOW YOUR RETIREMENT HOME**

## **EMERGENCY PULL CORDS**

Emergency pull cords are located in the bathrooms and bedrooms of Apartments and all Cottages. Pulling one of these cords will summon emergency assistance from Snyder Village Health Center. A red light on the emergency switch plate shines when the cord has been pulled. If you accidentally turn on an emergency alarm, you can turn it off by pushing the switch back into the "up" position. See Emergencies for additional information.

## **ELECTRICAL OUTLETS**

In each of the Apartment and Cottage units, the top receptacle of each outlet in the living room and bedrooms is connected to the wall switches (for use with lamps).

## **SMOKE ALARMS AND CARBON MONOXIDE ALARMS**

Smoke alarms are located in each unit. These alarms are connected to our fire protection system and automatically notify us whenever they are activated. The alarms are very sensitive, and are sometimes set off by cooking fumes. If your smoke alarm is activated, Snyder Village staff will call or come to your unit to see if you need assistance. Toaster ovens are not allowed in the apartments since they tend to set off the fire alarms.

Carbon monoxide alarms are also located in each unit. These alarms only signal in your unit, and do not automatically notify us if they are activated. Please leave your unit and contact us immediately if your carbon monoxide alarm is activated.

## **OPERATION OF APPLIANCES**

Your appliances (stove, refrigerator, washer/dryer, etc.) have been designed to provide you with excellent service in your retirement home. Any questions that you have about their use can be directed to the Maintenance Department.

## **WATER HEATER AND FURNACE CLOSET**

The water heater and furnace closet located in each cottage is not intended for storage, due to the fire hazard associated with these appliances.

## **SERVICES AND INFORMATION**

### **ACTIVITY**

A variety of activities for our Retirement Community residents are planned monthly by the Retirement Community Activity Manager. These include in-house activities such as potlucks, coffee hours, cards, crafts, games and seasonal celebrations; special programs by outside speakers, entertainers or staff; but we also provide trips to restaurants, stores and special events held throughout Central Illinois. See your monthly calendar for specific activities. To sign up for activities, please see the activity book located on the desk by the S/V Center entrance. We welcome your suggestions for new activities and excursions. The Retirement Community Activity Manager conducts an activity meeting at the beginning of every month to discuss possible events or outings. Residents can also contact her with possible ideas at 367-4300, ext.181.

### **AUTOMATIC PAYMENT**

If you would like to have your monthly service fee automatically withdrawn from your account every month, please contact the Retirement Community office for the appropriate paperwork. If you choose to make automatic payments, we will only send a statement if you request it.

### **BEAUTY/BARBER SHOP**

A beauty/barber shop is located in the Health Center and a beauty/barber shop at Assisted Living. To schedule an appointment in the Health Center beauty/barber shop call Social Services at 367-4300, ext. 121. To schedule an appointment in the beauty/barber shop at Assisted Living call 367-2500.

### **BUILDING AND GROUNDS MAINTENANCE**

Lawn care and snow removal are provided. Our Maintenance Department will also perform a variety of preventative maintenance procedures on your Cottage or Apartment. At times, maintenance may be scheduled when you are absent from your home. The maintenance worker will leave a note explaining when he/she was in and what was done. If you would rather not have a worker come in while you are not at home, please let us know. Please report any pests that you see in your Apartment or Cottage.

If you have any questions, problems or repair requests, please call Maintenance at 367-4300, ext. 108 Monday–Friday from 6:30 a.m.-4:00 p.m. After hours and on weekends, please call 369-7150.

### **CHAPEL**

The chapel is located adjacent to the Community Room and is available for anyone to use. A prayer request box is located on the wall outside the chapel.

## **CHURCH SERVICES**

Ecumenical Church services are held on Sundays and Wednesdays. Sunday morning services are conducted by Willow Hill United Methodist Church at 10:00 a.m. in the SV Center. Wednesday services are at 2:30 p.m. in the Health Center Sun Room and are conducted in rotation by several area churches.

Catholic services and rosary are held at 9:30 a.m. each Friday in the SV Center, with mass and rosary every second Friday of the month. Rosary service is also conducted in the Library every Sunday at 9:00 a.m.

## **RETIREMENT COMMUNITY BISTRO**

The Retirement Community Bistro in the Apartment wing of the Retirement Community is provided for the use of Snyder Village Retirement residents. It is intended primarily for the use of the Retirement Community Bistro meals lunch and supper, although various activities will take place there. Lunches held daily from 11:30am to 1:00pm. Supper is held daily from 4:45pm to 6:00pm. We ask that guests under the age of 16 use the pool table with adult supervision.

## **DINING**

Meals are available every day in the Retirement Community Bistro (located in the Apartment Building):

Lunch is served 11:30am-1:00pm.

Dinner is served 4:45pm- 6:00pm.

Reservations are not required. However, advance notice is appreciated for groups of six or more. You can make reservations by calling (309) 367-4300 Ext. 140. The menu for the daily meals is in the monthly newsletter on the back of the Retirement Community Activity Calendar. Bistro sandwiches, chips, fries, soups and salads are also available.

\*\*\* The daily luncheon meal can be delivered to apartment or cottage residents daily. Please call (309) 367-4300 Ext 140 to make your reservation for a meal brought to your door. Special menu substitutions and special diets are not available in the Retirement Community Bistro.

Carry-out orders can be placed at least one hour before a meal by calling (309) 367-4300 Ext. 291. Payment methods include cash, charge placed on your monthly statement or meal ticket purchased for \$20.00 at the Volunteer Desk in the Health Center entrance.

## **EMERGENCIES**

**HEALTH EMERGENCIES** - Each apartment and cottage is equipped with emergency pull cords. When your cord is pulled, an alarm will sound at the nurses' station in the Health Center. The nurse on duty will attempt to telephone you. If no answer is received, a member of the nursing staff will be sent to your apartment or cottage. The nurse has a master key to get into your unit if you are unable to open the door. They will assess the situation and if necessary, call 911. If you do not receive a response to your pull cord after 5 minutes, please call the Health Center at 367-4300, ext. 100.

In a life-threatening medical emergency, if you are able, please dial 911 first. The Metamora area has enhanced 911. Even if you cannot speak, your call will be automatically traced and help will be dispatched immediately to your location. If you or someone with you are able, please pull the emergency cord or call the Health Center and let them know of the emergency and that 911 is on the way. Dialing 911 first in a life-threatening situation will save invaluable time.

In a situation you feel is not an emergency, please telephone the Health Center. If you cannot get to the phone, pull your nearest pull cord.

Below is a list of examples of when to call 911 and when to pull the Emergency Pull Cords.

Call 911 in a Life-Threatening Medical Emergency:

- Nausea/vomiting associated w/chest heaviness or pressure
- Chest pain
- Arm and shoulder pain
- Shortness of breath
- Profuse sweating w/symptoms of nausea or chest pain
- Collapse with no response or breathing
- Severe headache
- Blurred vision
- Slurred speech

Pull Emergency Pull Cords:

- Dizziness
- Weakness
- Fall with a laceration and bleeding
- Fall hitting head
- Unusual confusion or changes in orientation
- High fever
- Unable to keep fluids down for 1-2 days
- Severe diarrhea
- Chronic pain and vomiting

**SERVICES NEEDED DURING AND AFTER AN EMERGENCY CALL** - Snyder Village nursing staff cannot provide any medical care other than emergency first aid. Actual nursing services beyond emergency first aid will need to be obtained through a licensed home health care agency.

In the event of an emergency situation, Snyder Village staff will attempt to provide support by communicating details of the emergency to family and/or friends as provided on the residents face sheet or as directed by the resident.

During a serious emergency, Snyder Village nursing staff will contact 911 and provide the ambulance service with a resident face sheet and medication list containing the most recent information provided by the resident to Snyder Village. This information will expedite the hospital admission process and medical treatment.

A resident, their family members, or their Power of Attorney are responsible to arrange for or to provide services needed by each resident. Occasionally, no family member/Power of Attorney can be contacted when a resident needs services immediately following an emergency call. In those circumstances, Snyder Village will assess the situation and make temporary arrangements to meet the resident's need. The resident will be responsible for all costs associated with those arrangements. The resident's family member/Power of Attorney will be responsible to make ongoing care arrangements as soon as possible.

**EMERGENCY CALL PENDANTS**-Safety pendants are available for cottage and apartment residents. A life alert is wired into the emergency pull cord system that signals the central nurses' station in the Health Center as to the specific cottage/apartment. Pendants are available for sale thru the Maintenance Department. There is a one-time charge for the pendant. For more information, contact the Maintenance Director at 367-4300, ext. 109.

**MAINTENANCE EMERGENCIES** - If you experience a maintenance emergency (i.e. furnace, water supply, etc.), please call Maintenance at 367-4800 between 6:00 a.m. and 9:00 p.m. Monday through Friday or 369-7150 after hours or on weekends. A member of the maintenance staff will be sent to your home as soon as possible.

**FIRE** - Your cottage or apartment is equipped with smoke alarms that will sound an alarm at the Nurses Station if activated. If your smoke alarm is activated, a member of the nursing staff will call you immediately. Because of the sensitivity of the smoke alarms, cooking smoke can set them off. If this is the case, please inform the Health Center. If you suspect a genuine fire is in progress, please evacuate the cottage or apartment and call 911 immediately from a neighbor's phone. Please also notify the Health Center at 367-4300, ext. 493. After a genuine fire, please be sure that either the Retirement Community Director or the Maintenance Director is immediately notified of the situation, especially before replacing anything that is damaged.

**TORNADO/THREATENING WEATHER** - In the event of threatening weather or a tornado warning, apartment residents should go out to the apartment hallway. Cottage residents should go into their bathrooms or an internal closet.

**ELECTRIC POWER FAILURE** - In the event of an electric power failure, the S/V Center, all 41 apartments and the health center will be fully powered by our Caterpillar generator. Cottage residents should contact Ameren to report the power outage. You will need to provide your 10-digit phone number associated with your account and your house number. The S/V Center will be opened up to offer a comfortable environment for residents and members of the community. During an electric power failure, your telephone service should continue to work. However, cordless telephones will not work during an electric power failure. Cell phone service should also continue during a power failure.

**ELECTRIC/GAS/WATER SHUT-OFF** - In an emergency situation, it may be necessary to shut off utilities. It is good for you to know these shut-off locations, although emergency personnel would normally make any necessary shut-offs.

**Apartments** - Electric fuse boxes are located in the kitchen or entry area. The main circuit breaker will turn off all the electricity in your apartment. There is no gas in the Apartments, and the water shut-off can only be accessed by the Maintenance Department.

**Cottages** - Electric fuse boxes are located in the garage (except in 319 and 320 Fairview Circle, where it is in the hallway). The main circuit breaker turns off all the electricity in your Cottage. Gas and water shut-offs are located in the utility closet in your cottage.

**SECURITY** - Snyder Village routinely provides security from 6:30 a.m. until 11:00 p.m. Monday through Friday and from 12:00 noon until 8:30 p.m. Saturday and Sunday. If you observe or hear about any suspicious activity, especially any activity you feel could be a threat to yourself or any other resident, immediately call 367-4300, ext. 493 to request security and/or dial 911 to report the incident.

## **EMPLOYEE GIFT GIVING**

Due to Federal regulations, individual employees are not allowed to accept items such as money, gift cards or personal gifts from residents. The purpose of this policy is to protect both residents and individual employees. Items like candy/snacks/etc. are permitted to be given to individual employees. It is also permissible to give a gift of money, a gift card, etc. to a department supervisor. Those gifts would be used for the entire department.

## **FEES**

A statement reflecting your monthly service fee will be sent to you between the sixth and tenth of each month. Services included in your monthly service fee are:

- Major Property and Liability insurance
- Emergency medical services
- Health Support Nurse service
- Planned social, educational, recreational and religious activities
- Priority access to Health Center services and Assisted Living services
- Maintenance of lawn and landscaping
- Snow removal
- Total building maintenance
- Appliance maintenance

- Window washing one time per year
- Garbage pickup
- Pest Control
- Apartment residents receive all utilities paid (garbage, water, sewer, Ameren CILCO)

Property and liability insurance for your cottage or apartment is provided; residents need to carry property and liability insurance on their personal belongings.

Services available on a fee-for-service basis:

- Meals
- Beauty Shop
- Snyder Village Home Care
- Transportation (for individual needs not associated with an activity)

## **GARBAGE PICKUP**

Our maintenance department will pick up your garbage according to the following schedule:  
**Apartments** - 8:00 a.m. Tuesday and Friday. Garbage must be put out prior to this time or the night before. Please set your garbage outside your door. Securely tied heavy garbage bags are recommended to prevent spilling.

**Cottages** - 8:00 a.m. Tuesday; cottages located on Flag, Primrose, Lilac, Rambling Rose, Canary, Golf Way, Bridgeview, Sierra, Settlers Way, Robin Lane, Killdeer and Ponds. 8:00 a.m. Friday; cottages located on Ashland, Bob White, Lark, Hummingbird, Quail Run, Lake Shore, Bluebird, Rosewood, Dove, Fairview and Snyder Village Circle. Please set your garbage outside your garage door in a securely tied plastic bag. If garbage is set out the night before, please leave the plastic bag in a garbage container.

## **GARDEN SPACE**

Garden space is available for residents interested in maintaining their green thumbs! Please notify the Retirement Community Director at 367-4900 if you would like to reserve a garden space.

## **HEALTH SUPPORT NURSE**

The Health Support Nurse is available in the Library every Thursday morning from 6:30 a.m. to 11 a.m. No appointment is necessary—first come, first serve. The Health Support Nurse can provide a variety of healthcare services:

- blood pressure, pulse, and weight checks
- review medication lists and update any changes
- review medical history
- review face sheets for correct information and update any changes
- explain emergency system
- flu clinic-available in Oct./Nov. in S/V Center

You may leave a message for her by calling 367-4300, ext. 182, and your message will be returned by the next Thursday.

Scheduling of doctor's appointments is the responsibility of each resident or their family. Transportation can be arranged through Snyder Village Home Care at 367-2300.

**HOME CARE** A variety of in-home services are available, including Housekeeping, Laundry, Companion or Respite Care, Personal Care and Transportation. For pricing or to arrange services, please contact Snyder Village Home Care at 367- 2300.

## **INDEPENDENT LIVING GUIDELINES**

Snyder Village Retirement Community will provide an environment structured to promote independent living for as long as is reasonably and safely possible. Independent living is defined as the ability to remain in one's home utilizing all support services available and necessary from various sources until such time that this arrangement proves to be unreasonable and difficulties encountered unresolvable. The health, safety and peace of mind of a resident and their neighbors will be a determining factor in continuing residency in the Retirement Community. If a resident's lifestyle needs interfere with the well-being and enjoyment of other residents, a change in residency to the Health Center or Assisted Living will be required.

It is understood that the expectation of residents coming into Snyder Village Retirement Community is that they are purchasing not only the right to occupancy in a retirement unit, but also support and access to services necessary to successfully deal with the normal and significant phenomena of aging in place. Snyder Village, to the best of our ability, will provide services to enhance each resident's quality of life. We will make available to residents and/or their families resource information on services available from outside our campus and will assist in coordinating those services where appropriate.

## **LIBRARY**

A campus library is located in the wing containing Apartments 13-20. It contains a variety of books and puzzles that can be checked out by campus residents.

## **MASSAGE THERAPY**

Massages are available to residents on Monday afternoons by appointment only. To make an appointment or for pricing information, please call the front office at 367-4300, ext. 100.

## **METAMORA HAPPENINGS**

A variety of interesting activities are offered in the Village of Metamora throughout the year, from summer concerts in the park to the Courthouse Christmas tree display. We attend many of these events, and will keep you posted about activities of interest. Information can also be found on the Village of Metamora website located at [www.villageofmetamora.com](http://www.villageofmetamora.com).

## **NOTICE OF HOSPITALIZATION**

It is very important for our staff to be aware any time that you are hospitalized in order to assist you with any future healthcare needs. Please be sure to have a family member, friend or neighbor contact us if you cannot call. Please call the Snyder Village Nurse Liaison at (309) 370-3186. This will allow us to assist with any rehabilitation or home care arrangements if necessary, and update your current medical information on file at the Health Center. It is also important that our staff be aware of any significant medical problems you experience so that they can be prepared to help you in case of an emergency.

## **OUTPATIENT PHYSICAL THERAPY, OCCUPATIONAL THERAPY AND SPEECH THERAPY**

Physical Therapy, Occupational Therapy and Speech Therapy are all available on an outpatient basis at the Health Center. Your doctor must order this service. If you are over age 65, Medicare Part B will normally pay for 80% of the cost of the Therapy. Call the Therapy department for more information at 367-4300, ext. 101.

## **PARKING**

Parking of an extra car or for your guests is available in your driveway, street or in the parking lots. Please do not park between garages or anywhere else that would make it difficult for your neighbor to back out of their driveway.

## **PRIORITY ACCESS**

All Retirement Community residents have priority access to Assisted Living and/or Health Center services should the need arise. Priority access means that you would be eligible to occupy the first available appropriate bed in the area where the service you need is provided. From time to time, an appropriate bed may not be immediately available. If that occurs, we will help you or your POA evaluate alternate care options until we have a bed available. In addition, if you are in the hospital and need a bed but are not ready to be discharged to the Health Center, you may be asked to hold a bed if more than one person is waiting for an available bed at the same time. If you don't desire to pay the bed hold (75% of the regular room rate) for that bed, you would still have priority access to the next available bed.

## **PROBLEM SOLVING**

It is Snyder Village's desire to provide excellent customer service to its residents. Snyder Village does understand that on occasions a resident will have questions or concerns about the quality of a service provided by Snyder Village, and such questions or concerns need to be addressed as soon as possible. Residents are encouraged to express their concerns at the time service is being provided to the employee who provides the service. This is often the most effective approach for achieving immediate resolution. Any resident who can not obtain resolution at the time of the service or from the employee who had provided the service should present their concern to the Director of the appropriate department. If the issue still does not get resolved in timely manner then you should contact the Retirement Community Director. We will make every effort to satisfactorily resolve the issue.

## **RECYCLING**

Snyder Village encourages our residents to participate in a campus-wide recycling program. Materials that can be recycled include cardboard, magazines, newspapers, and recyclable plastic #s 1-7. If you have a question about recycling, please call Maintenance at 367-4300, ext. 108. Materials must be in a securely tied bag. No garbage. Pick up will take place each Wednesday morning by 8:00 a.m.

## **RESIDENT COUNCIL**

Snyder Village Resident Council meets the second Wednesday of every month at 9 a.m. in the SV Center. All residents are invited to attend. For more details, see the attached Retirement Community Resident Council By-Laws.

## **S/V CENTER**

The large S/V Center is used for many Snyder Village activities. It is also available for rent by residents, employees, individuals in the community and area businesses. The S/V Center has been used for wedding receptions, anniversary celebrations, funeral dinners, and corporate events. For more information or to reserve the room, contact the Retirement Community Activity Manager at 367-4300, Ext. 181.

## **SOLICITING**

No soliciting is permitted on the campus. If a solicitor comes to your home, please do not do business with them. Instead, contact the Maintenance Department Director at 367-4800 to let us know that someone attempted to solicit you. Obviously, this policy does not apply to your own personal contacts.

In addition, political signs are not permitted in the yards of cottages. Snyder Village personnel will remove them. If you would like to support a specific candidate, sports team, etc., it is permitted to display such signs in your window.

## **SUPPORT SERVICES**

The following support services are available from Snyder Village:

- Emergency response from the Health Center nursing staff
- Health Support Nurse
  - Nurse consultation
  - Blood pressure checks
  - Weight checks
- Snyder Village Home Care
  - Housekeeping
  - Laundry
  - Companion Care
  - Respite Care
  - Face to face check ups
  - Personal Care
  - Transportation Assistance
  - Additional services as requested and agreed upon

## **THE SNYDER SCOOP**

The Snyder Village Scoop newsletter is published monthly and contains information, news, menus and schedules for the Retirement Community, Health Center and Assisted Living. If you have any articles, a thank you or other news items, please contact the Marketing Coordinator at 367-4300, ext. 133.

## **TELEPHONE NOTIFICATION SYSTEM**

Snyder Village residents will be notified by phone of important messages and various scheduling changes. The system records a message from a staff member and then will attempt to call residents 3 times before giving up. As long as it can leave a message, it will be successful. The only failed attempts are when voicemail boxes/recording devices are not set up, are full, or non-existent.

## **TRAFFIC SAFETY**

Partridge Street (our exit from Illinois Route 116) is marked by signs on the highway. Please exercise caution as you enter and exit Illinois Route 116.

Be alert for pedestrians, and drive at a moderate speed of 15 MPH on the campus. Yield when leaving a parking lot or cul-de-sac and when entering Partridge Street from our campus. Bicycles are permitted, but skateboards and roller blades are not allowed.

## **TRANSPORTATION**

Scheduled group transportation is available for weekly shopping trips into Metamora and monthly shopping trips. A Sign-up sheet is posted in the activity book located inside the S/V Center entrance. If you have a question regarding scheduling or sign-up, please call the Retirement Community Activity Manager at 367-4300, ext. 181. These activities will be identified each month in the monthly newsletter.

For individual transportation needs,, please contact the Snyder Village Home Care Department at 367-2300.

## **VACATIONS**

Please notify the Retirement Community office at 367-4900 if you plan to take a vacation. This will allow us to keep an eye on your home while you are gone. If you take an extended winter vacation, the Maintenance Department must install an alarm. We ask that you set your thermostat no lower than 55 degrees.

## **VOLUNTEER OPPORTUNITIES**

Snyder Village has an active volunteer program. We will be more than happy to match your talents with the many needs of our retirement community and health care facility, i.e. sewing, reading, crafts, games, delivering mail or linens. Everything runs much smoother with our volunteers who are a vital part of the success of Snyder Village.

If you would like to share your time and talents, please call our volunteer coordinator at 367-4300, ext. 135.

## **WINDOW WASHING**

Windows in the apartments and cottages will be washed once a year in the spring or early summer. You will be contacted to schedule a time for the window cleaning, usually in May/June.

# **SNYDER VILLAGE POLICIES**

## **ADMISSION POLICY**

Snyder Village Retirement Community requires residents to be at least 55 years of age at the time they occupy a retirement cottage or apartment. In the case of a married couple, the oldest spouse must be at least 55 years of age at the time of occupancy.

Snyder Village will consider exceptions to this policy when an applicant is responsible for a dependent with special needs that cause the dependent to rely on daily assistance from the applicant. The applicant must be 55 years of age at the time of occupancy. Applications and conditions will be reviewed on a case-by-case basis. Snyder Village reserves the right to review the needs of a dependent at the time their caregiver vacates their cottage or apartment, and to determine if the dependent is eligible to continue living in the cottage or apartment.

## **BUSH AND TREE POLICY**

All bushes and trees on the campus are the property of Snyder Village.

1. Trimming of bushes will be done twice a year by Snyder Village. Individual residents may trim their own bushes if they are kept trimmed and below window height. Residents who wish to do their own trimming are responsible to contact Maintenance.
2. Trees will be trimmed as needed by Snyder Village.
3. If a bush or tree dies it will be replaced by Snyder Village with an approved bush or tree. If the remaining bushes are large, the void left by the removed bush may not need to be filled. In that case, no replacement will occur.
4. If a resident would like a bush or tree replaced or added for any reason other than that the existing bush or tree died, the resident is responsible for all costs involved (material and labor). Once a bush or tree is planted it becomes Snyder Village property.
5. For replacement or additional bushes or trees the resident may pick from Snyder Village's approved list. If any resident would like a bush or tree that is not on the list, the resident may apply for it to be added to the list.
6. New bushes must meet the following requirements:
  - Can grow no taller than the bottom of the window between trimmings.
  - Required trimming to keep the bush neat must not exceed twice a year.
  - Width must not exceed the edge of the flower bed at maturity.

### Approved Bushes

Spirea family  
Burberry  
Ewes  
Boxwood assortments  
Privet

### Non-Approved Bushes

Forsythias  
Yucca plants  
Ground cover vines

### Approved Trees

Most ornamental trees (specific requests will be considered).

## **GUEST COTTAGE POLICY**

Guest Cottages are located at 306 and 308 Fairview Circle and are available to family and friends of residents of Snyder Village. To make a reservation or to check availability, please visit our website at [www.snydervillage.com/retirement-community/guest-cottages/](http://www.snydervillage.com/retirement-community/guest-cottages/) or contact the front desk at 367-4300 ext. 100. The Guest Cottages contain a living room, a full kitchen, two bedrooms and a full bath. The cottages will sleep six comfortably. One has two twin beds, queen bed and queen pullout couch in the living room. The other cottage has a full size bed, queen bed and a pullout couch that sleeps two in living room. The kitchen is outfitted with basic needs, including a microwave oven, coffee pot, toaster, and dining service for eight. Linens and towels are provided, and a stacking washer/dryer is available.

The following policies govern the use of the cottage:

1. The cottage will rent for \$75.00 per night payable at the Health Center office upon arrival. Office hours are 8:00 a.m. to 4:30 p.m. Monday through Friday.
2. Check-in time is 3:00 p.m. and check-out time is 11:00 a.m.
3. No smoking is allowed in the Guest Cottages.
4. Snyder Village staff will pick up sheets and towels at the end of each visit. If extra towels are needed, please call Home Care at 367-2300 .
5. Pets are only allowed in one of the Guest Cottages.

## **PET POLICY**

Residents in the cottages are permitted, subject to the rules and regulations of Snyder Village Pet Policy, to keep two dogs and/or two cats or two birds and fish per household. Only cats are allowed in the apartments. If a family member or friend brings a pet to visit you, it is your responsibility to clean up after the animal and ensure others around are not disturbed. No pets will be permitted at Snyder Village functions where food is served.

## **SMOKING POLICY**

Smoking is not permitted in any portion of the main buildings at Snyder Village. This includes the Apartments, S/V Center, Health Center, Assisted Living, Maintenance Buildings and Guest Cottages. This No Smoking Policy also applies to all individual Apartment units. Cottage residents may smoke in their individual Cottage units.

**SNYDER VILLAGE  
RETIREMENT COMMUNITY  
RESIDENT COUNCIL BY-LAWS**  
Revised June 10, 2015

**ARTICLE I  
NAME**

The name of this organization shall be Snyder Village Resident Council.

**ARTICLE II  
PURPOSE**

- A. The Snyder Village Resident Council shall serve as an intermediary between Retirement Community Residents and Snyder Village Management and Board. Snyder Village Resident Council Representatives shall provide appropriate communication of the interests and concerns expressed by residents within their group.
- B. The Snyder Village Resident Council may act on behalf of and for the welfare of the residents, provided however, that the Snyder Village Resident Council shall not exercise any authority or perform any of the duties required to be performed by the Board of Directors or Administration of Snyder Village.
- C. The Snyder Village Resident Council shall promote, activate, supervise and provide activities and projects to improve the social and spiritual lives of retirement community residents.

**ARTICLE III  
MEMBERSHIP**

The Snyder Village Resident Council shall consist of one member (representative) from each designated area. These areas are to be determined by Snyder Village management, with no area to exceed 8 duplex units. Resident Council membership appointment will be made by the President. The term for all Resident Council members shall be for two (2) years with a limit of one (1) succeeding term unless unopposed.

## **ARTICLE IV OFFICERS**

- A. Officers shall be President, Vice-President and Secretary.
- B. The election of officers shall take place during the annual all-resident meeting, held in the month of August every two (2) years.
- C. The term for all officers shall be for two (2) years, with a limit of one (1) succeeding term in one (1) office unless unopposed.
- D. If a vacancy occurs in the office of President, the Vice-President shall assume the duties of the President and will complete the unfinished term. At the next election the incumbent will be eligible to be nominated and elected to a new two (2) year term as President.
- E. Should the office of Vice-President or Secretary become vacant, the President shall fill the vacancy for the remainder of the term. Said incumbent, after completing the unfinished term, shall be eligible for nomination and election to one (1) more term.
- F. Outgoing President will sit on Resident Council for one (1) year as advisor with voting rights (President Emeritus).

## **ARTICLE V DUTIES OF OFFICERS**

- A. The President shall:
  - 1. Preside at all meetings of the Snyder Village Resident Council and General Assembly of all residents.
  - 2. Call Special meetings. (See Art. VI-B)
  - 3. Select the name and size for each committee, subject to Resident Council approval.
  - 4. Meet with committees as adviser, at the President's discretion.
  - 5. Conduct meetings according to Roberts Rules of Order.
  - 6. Will make appointments as necessary, including council membership (see Article III).

B. The Vice-President shall:

1. Assume duties of the President when the President is unable to preside.
2. Perform special duties as may be assigned to him by the President or the Snyder Village Resident Council including tracking of Resident Council membership terms.

C. The Secretary shall:

1. Keep accurate and permanent records of proceedings of the Snyder Village Resident Council and the General Assembly of the residents.
2. Carry on correspondence and other duties as may be required by the President or the Snyder village Resident Council.

## **ARTICLE VI MEETINGS**

- A. Regular meetings of the Snyder Village Resident Council shall be scheduled every second Wednesday monthly at a time and place to be decided by the Snyder Village Resident Council, the August meeting being the annual meeting.
- B. Special meetings may be called by the President or by five (5) other Snyder Village Resident Council members. Written notice of special meetings must be sent three (3) days prior to the date of the meeting as noted by Secretary.
- C. The Retirement Community Director and Activity Manager and other Directors and Managers are invited to the monthly meetings of the Snyder Village Resident council but have no vote. Meetings shall be open to all Snyder Village Retirement Residents.
- D. A quorum consists of two-thirds (2/3) of the Snyder Village Resident Council members. (See ART. III)

## **ARTICLE VII NOMINATION COMMITTEE**

The President shall appoint a nominating committee, consisting of three persons, no later than July 1<sup>st</sup> of each election year, to prepare a list of candidates to serve as officers of the Snyder Village Resident Council. All retirement community residents are eligible to be nominated as an officer.

- A. Said nominating committee shall include one member of the Snyder Village Resident Council, which member shall be the chairperson of the nominating committee. Two residents who are not members of the Snyder Village Resident council shall be appointed with the provision that no two members of the committee shall reside in the same group.
- B. The nominating committee shall make its recommendations at the annual all-tenants meeting.
- C. After the nominating committee has presented its recommendation of candidates, the President shall call for nominations from the floor.
- D. If there are nominations from the floor, voting shall be by secret ballot.

**ARTICLE VIII  
SPECIAL COMMITTEES**

- A. The President shall appoint the Chairperson from the Resident Council for any committee that he names. (See Art. V A-3) The Chairperson shall proceed to select other residents to serve on the committee. The number of committees shall not exceed five.
- B. The President shall assign duties and goals to each committee with the advice and consent of the Snyder Village Resident Council.

**ARTICLE IX  
AMENDMENTS**

Amendments to these by-laws may be made at any regular meeting of the Resident Council by an affirmative vote of two-thirds (2/3) of those present, provided a quorum is present and provided notice of such amendment has been presented at the previous Snyder Village Resident Council meeting.