

RESIDENT
HANDBOOK

Welcome to
Snyder Village's

Retirement Community





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Welcome

On behalf of Snyder Village, let me offer a warm and sincere welcome. We are committed to our mission of providing for the physical, emotional, and spiritual needs of others in a loving, dignified, and Christian atmosphere.

We have prepared this handbook to help you find answers to questions that you may have about Snyder Village. Please take the time to read it. We do not expect this handbook to answer all your questions. Our staff members will also serve as a major source of information. You are encouraged to reach out to our team to ask questions and provide feedback on your experience.

I extend my personal best wishes for your health and happiness. Snyder Village is truly a great place to call home!

Sincerely,

A handwritten signature in cursive script that reads "Julie Beltramea".

Julie Beltramea

Resident Community Director

Section 1: Introduction

1.1 Who Are We?

Snyder Village began with an estate gift from Metamora resident, Bertha Snyder. Mrs. Snyder's gift provided the seed money that laid the foundation for the opening of Snyder Village in 1988. Snyder Village is a 501 (c)(3) non-profit, tax exempt organization which is governed by a local, volunteer board of directors. Our 40+-acre campus includes retirement cottages and apartments, beautiful assisted living accommodations, and a caring and skilled health center with 24/7 nursing care. Memory care, inpatient and outpatient therapy, and home care services are also offered.

1.2 Our Mission

Snyder Village is committed to providing for the physical, emotional, and spiritual needs of others in a loving, dignified, and Christian atmosphere.

1.3 Our Values

- We will have a program of Christian ministry to people of all faiths.
- We will be creative, innovative, and dynamic in new approaches to care.
- We insist upon an organization that has financial integrity.
- We will be sensitive listeners toward meeting our residents' needs.
- We will follow Christian ethics in our labor relations.
- We will promote wellness concepts because our bodies are temples of God.

1.4 Where to Find Us

Street Address	1200 East Partridge Street Metamora, IL 51648
Website	www.snydervillage.com
Facebook	facebook.com/snydervillage.official
Instagram	instagram.com/snyder.village
YouTube	youtube.com/snydervillage
X	x.com/snyder_village

A campus map has been provided for your reference in this binder.

1.5 Areas of Care

As a “Life Plan Community,” Snyder Village offers a spectrum of care which allows residents to be provided with the appropriate level of care they need when they need it.

Retirement Community

For those who are independent and over 55 years of age, a variety of support services are available:

- Two- and Three-Bedroom Cottages
- One-Bedroom Apartments

Assisted Living

For those who may need a helping hand to continue living independently:

- Studio, One-, and Two-Bedroom Apartments
- Early- to Mid-Stage Memory Care

Health Care (Skilled Nursing)

For those needing skilled nursing care:

- Outpatient Therapy
- Rehabilitation “Return to Home” Therapy
- Hospice
- Mid- to Late-Stage Memory Care
- Long-Term Nursing Care
- Respite Care

Home Care

For those needing non-medical homemaker services in surrounding counties:

- Care for individuals wishing to stay in own home but in need of non-medical help
- Help with personal care (bathing, dressing, or other activities of daily living), transportation, companionship, and homemaker services
- Hourly rate charged
- Available in Peoria, Tazewell, Woodford, and Marshall Counties

1.6 Meet Our Team

We are here to help! Please reach out to our Retirement Center Office at (309) 367-4900, if you have any questions, comments, or concerns regarding information and services provided by Snyder Village. Facility Service work orders may be placed at (309) 366-4108.

A complete directory has been provided in this binder. Please see the section labeled ***Snyder Village Directory***.

Board of Directors

The board of directors serve on a volunteer basis, and many have ties to our community with loved ones who have been or who are currently residents on our campus. Our board represents a wide variety of backgrounds, and they bring various voices and perspectives to the table to help the organization make the best decisions to help us meet our needs and flourish.

This year's board members include: Laurie Walker, **President**; Lisa Obery, **Vice President**; Gary Baranowski, **Treasurer**; Debra Kerker, **Secretary**; Wendee Guth, Diane Gravlin, and Regina Schmillen.

Section 2: Moving Preparation

2.1 Downsizing Service

Cottage and apartment residents may contact Silver Evolutions at (309) 696-5592, for assistance with downsizing their home. Downsizing services are eligible for moving allowance.

2.2 Moving Service

Cottage and apartment residents may contact Alpha to Omega Movers at (309) 224-9139, for assistance with moving. Services are eligible for moving allowance.

2.3 Electric and Gas Service

Cottage residents must contact Ameren at (888) 672-5252, to arrange for services to be placed in your name by the possession date.

Apartment residents' power usage is included in their monthly service fee.

2.4 Water

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 residents' water service is included in their monthly service fee.

2.5 Telephone

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

2.6 Mail

New cottage residents will receive their mailbox key on their possession date. If the key does not work or needs to be replaced, please contact the Metamora Post Office at (309) 367-4745. Hours of operation are 9 am - 11 am and 12 pm - 5 pm on Mon – Fri, and 9 am - 11:30 am on Sat. Closed on Sunday.

Mail is delivered to cottage residents at a nearby mail tree. 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 in the vestibule at the front entrance. For apartments 21 - 41, the mailboxes are in the hallway inside the SV Center entrance. The mailing address for apartment residents is: 1200 East Partridge Street, *Your Apartment #*, Metamora, IL 61548.

Section 3: Getting to Know Your New Home

3.1 Emergency Pull Cords

Emergency pull cords are in the bathrooms and bedrooms of all apartments and cottages. Pulling one of these cords will summon emergency assistance from Snyder Village staff. 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.

3.2 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).

3.3 Smoke Alarms and Carbon Monoxide Alarms

Smoke alarms are 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.

3.4 Appliance Operation

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.

3.5 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.

Section 4: Services and Information

4.1 Activities

A variety of activities are planned each month by the Retirement Community Lifestyle Director. These include in-house activities such as potlucks, coffee hours, cards, crafts, games, seasonal celebrations, speakers, and live entertainment. 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 SV Center entrance. We welcome your suggestions for new activities and excursions. The Retirement Community Lifestyle Director 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 (309) 366-4181.

4.2 Admission to Snyder Village

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 relies 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.

4.3 Automatic Payment

If you would like to have your monthly service fee automatically withdrawn from your account each month, please contact the Retirement Community office for the appropriate paperwork. You will still receive a statement of your monthly charges at the beginning of the month and your account will be debited on the 20th of each month.

4.4 Beauty and Barber Services

Snyder Village offers a variety of onsite salon services in both the Health Center and Assisted Living. To schedule an appointment in the Health Center, call Social Services at (309) 366-4121. To schedule an appointment in Assisted Living, call (309) 367-2500. Beauty and Barber Shop pricing has been provided in this binder. Please see the section labeled ***Fee Schedule***.

4.5 Building and Ground Maintenance

Landscaping in the front of your cottage is maintained by Snyder Village. Residents are permitted to add additional landscaping around the perimeter of the cottage, within 3 feet, but it must be maintained by the resident. Items such as sheds, picnic tables, and swings are **not** permitted in individual yards. Bird feeders are allowed if placed in the landscaping.

Our Facility Service team will also perform preventative maintenance in your cottage or apartment. At times, maintenance may be scheduled when you are absent from your home. The staff member will leave a note explaining when he/she was inside and what was done. If you would rather not have staff come in while you are not at home, please let us know. Please report any pests that you see in your apartment or cottage.

Please call Facility Services for any questions, concerns, or work orders at (309) 366-4108. If you have an emergency after hours or on a weekend, please call (309) 369-7150.

4.6 Bushes and Trees

All trees and bushes on campus are the property of Snyder Village. Bushes will be trimmed twice per year. Trees will be trimmed as needed. Individual residents may trim their own bushes if they are kept trimmed and below window height. Residents that would like to trim their own bushes are responsible for notifying Facility Services at (309) 366-4108.

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.

All residents must receive prior approval from the Director of Facility Services and Safety to plant all trees and bushes.

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.

New bushes must meet the following requirements: (1) can grow no taller than the bottom of the window between trimmings, (2) required trimming to keep the bush neat must not exceed twice a year, and (3) width must not exceed the edge of the flower bed at maturity.

4.7 Cable Television

Cable television is included in your monthly fee. The cable television channel lineup is included in this binder. Please see the ***Cable TV Listing*** provided.

4.8 Chapel

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

4.9 Church Services

Willow Hill United Methodist Church provides a service on Sunday mornings at 10 am, in the SV Center.

Rosary and Mass are provided the first Friday of the month in the SV Center, starting at 9:30 am. Every Saturday afternoon transportation is provided to St. Mary's of Metamora for Catholic Mass at 4 pm.

4.10 Copy Services

A copy machine is available in the Retirement Community Office and the front business office of the Health Center. A staff member can assist you with your copy needs.

4.11 Dining Services

The Retirement Community Bistro in the apartment wing of the Retirement Community is provided for the use of Snyder Village Retirement residents. The Bistro is used for dining and various activities.

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

Lunch is served 11:30 am - 12:30 pm

Dinner is served 4:30 pm - 5:30 pm

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. 100. The menu for the daily meals is in the monthly newsletter on the back of the Retirement Community Activity Calendar. A Grill Menu including Bistro sandwiches, chips, fries, soups, and salads is available on the website and in the Bistro.

The daily lunch meal can be delivered to apartment or cottage residents daily. Please call (309) 367-4300, Ext. 100, 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. 100. Payment methods include a charge placed on your monthly statement or meal ticket purchased for the cost of three meals at the Volunteer Desk in the Health Center entrance, Retirement Community Office, or Retirement Activity Office. Meal plans are also available for a discounted rate.

For more information, contact the Retirement Community Office.

4.12 Emergency Management Plan

Snyder Village aims to provide our residents, families, staff members and visitors with a safe and prepared organization in the event of an emergency. While we cannot control the environment, we can control our response. Snyder Village is committed to preparing, coping, and recovering from the effects of emergencies and disasters. This will be achieved through information and resource exchange, working with the public and private sectors, and all levels of government through the utilization of modern technology, nationally recognized practices, and best demonstrated practices.

Please refer to the **Emergency** section in this binder for information regarding our emergency management plan.

Health Emergencies

Each unit is equipped with an emergency pull cord. This system is intended for emergency use only. Please use your telephone for routine communications.

When your cord is pulled, an alarm alerts our staff members. A staff member will attempt to telephone you. If no answer is received, a staff member will be sent to your apartment or cottage. The staff member 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 9-1-1. If you do not receive a response to your pull cord after 10-15 minutes, please call the Health Center at (309) 367-4300, ext. 100.

In a life-threatening medical emergency, if you are able, please dial 9-1-1 first. The Metamora area has enhanced 9-1-1 system. 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 9-1-1 is on the way. Dialing 9-1-1 first in a life-threatening situation will save invaluable time.

Snyder Village staff members cannot provide any medical care other than emergency first aid. In the event of an emergency, Snyder Village staff members will attempt to provide support by communicating details of the emergency to family and/or friends as provided on the resident's face sheet or as directed by the resident.

During a serious emergency, Snyder Village staff members will contact 9-1-1 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 or provide services needed by each resident. Occasionally, no family member/Power of Attorney can be contacted when a resident needs service immediately following an emergency call. In those circumstances, Snyder Village will assess the situation and make temporary arrangements to meet the residents' needs. 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.

Facility Service Emergencies

If you experience a maintenance emergency (furnace, water supply, etc.), please call Facility Services at (309) 366-4108, between 7:30 am and 4 pm on Monday - Friday, or (309) 369-7150 after hours and on weekends. A member of the team will be sent to your home as soon as possible.

Fire

Your unit is equipped with smoke alarms that will sound an alarm at the Health Center. If you suspect a genuine fire is in progress, please evacuate your cottage or apartment and call 9-1-1 immediately. The smoke alarms are very sensitive and may alarm due to cooking smoke. If this is the case, please inform the Health Center at (309) 366-4194. After a genuine fire, please be sure that either the Retirement Community Director or the Facility Service 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 take cover in the apartment hallway. Cottage residents should go to their bathrooms or an internal closet.

Electric Power Failure

In the event of an electric power failure, the SV Center, all 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 SV Center will be opened to offer a comfortable environment for residents and members of the community. During an electric power failure, your telephone service should continue to work except for cordless telephones. Cell phone service should also continue during a power failure. **Note: Emergency pull cords will not work during a power outage.**

Call 9-1-1 if you have an emergency!

Electric/Gas/Water Shut Off

In an emergency, 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 shutoffs.

Apartments

Electric fuse boxes are 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 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 in the utility closet in your cottage.

Security

Snyder Village routinely provides security from 6:30 am - 8 pm on Monday - Friday and 7 am - 3 pm on Saturday and Sunday. If you observe or hear any suspicious activity, especially any activity you feel could be a threat to yourself or any other resident, immediately call (309) 366-4194 to request security and/or dial 9-1-1 to report the incident.

4.13 Fax Services

A fax machine is available in the Retirement Community Office and the front business office of the Health Center. A staff member can assist you with your fax service needs.

4.14 Fees

A statement reflecting your monthly service fee will be sent to you between the sixth and tenth of each month. Please see Appendix A for more information about your service fees.

4.15 Garbage Pick Up

Our maintenance department will pick up your garbage according to the following schedule:

Apartments

Pick up at 6:30 pm on Mondays and Thursdays. Please set your garbage outside your door prior to this time. Securely tied heavy garbage bags are recommended to prevent spilling.

Cottages

Pick up at 8 am on Tuesdays for cottages located on Flag, Primrose, Lilac, Rambling Rose, Canary, Wren, Golf Way, Bridgeview, Sierra, Settlers Way, Robin, Killdeer, and Ponds.

Pick up at 8 am on Fridays for 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.

4.16 Garden Space

Garden space is available for residents interested in maintaining their green thumbs! Please notify the Retirement Community Director at (309) 367-4900, if you would like to reserve a garden space.

4.17 Gifts to Staff Members

Due to Federal regulations, individual staff members 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 staff members. Items such as water, candy, or snacks is permitted to be given to individual staff members.

If you are interested in doing something special, you may donate money, gift cards, etc. to the department supervisor. Those gifts would be used for the entire department.

4.18 Guest Suites

Guest accommodations are available to rent for family and friends of residents of Snyder Village. To make a reservation or to check availability, please visit our website at www.snydervillage.com/bookings/ or contact the front desk at (309) 367-4300, Ext. 100.

The Guest Suite contains a living room, a kitchenette, two bedrooms and a full bath. The apartment will sleep four comfortably. The bedroom has a queen bed, and the living room has a queen sleeper sofa. The kitchenette contains an oven, microwave oven, refrigerator, coffee pot, toaster, and dining service for four. Linens and towels are provided, and washers/dryers are available in the nearby laundry room. Please be respectful to the residents when using them.

The following policies govern the use of the Guest Suite:

1. The Guest Suite will rent for a set fee per night payable online prior or at the Health Center office upon arrival. Office hours are 8 am - 4:30 pm on Mon - Fri.
2. Check-in time is 3 pm and check-out time is 11 am.

3. **No smoking** is allowed in the Guest Suite.
4. Snyder Village staff will pick up sheets and towels at the end of each visit.
If extra towels are needed, please call Laundry at (309) 367-4300, Ext. 270.
5. **No pets** are allowed in the Guest Suite.

4.19 Health Support Nurse

A Health Support Nurse is available in the Library every Thursday morning from 6:30 am - 11 am. 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 is available in Oct./Nov. in SV Center

You may leave a message for her by calling (309) 366-4182, and your message will be returned by the following 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 (309) 367-2300.

4.20 Home Care Services

A variety of in-home services are available, including companion or respite care, personal care, homemaker, and transportation. To arrange services, please contact Snyder Village Home Care at (309) 367-2300. Please see **Fee Schedule** tab for pricing information.

4.21 Hospitalization

It is very important for our staff members to be aware any time that you are hospitalized 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 Admission 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.

4.22 Housekeeping Services

Snyder Village offers housekeeping services. For more information or to schedule a cleaning of your apartment or cottage, please contact the Retirement Community Administrative Assistant at (309) 367-4300, Ext. 211. Pricing information is provided in the **Fee Schedule** tab of this binder.

4.23 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.

4.24 Library

A campus library is in the wing containing Apartments 13-20 near the Retirement Community Bistro. It contains a variety of books and puzzles that can be checked out by campus residents using the honor system. Please return materials to the designated basket and a volunteer "librarian" will return materials to their proper place. Donations of books are always welcome if less than ten years old.

4.25 Metamora Happenings

A variety of interesting activities are offered in the Village of Metamora throughout the year, from summer concerts in the park to A Village Christmas in December. 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.

4.26 Notary Services

Snyder Village does have a staff member with a notary license. Please contact the Retirement Community Office at (309) 367-4900, to schedule an appointment.

4.27 Outpatient Therapy

Outpatient physical, occupational, and speech therapy are available on campus. Therapy must be ordered by a physician. Our therapy department works with Medicare and many managed care health plans. Please reach out to the therapy team at (309) 366-4101, for more information.

4.28 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.

4.29 Pets

Residents in the cottages are permitted, subject to the rules and regulations of the 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.

4.30 Picture Hanging

When you move in, our maintenance staff is available for one-hour free service to help install curtain rods, pictures, etc. in your new home. Time beyond the initial one-hour work period will be charged at the current published rate. Please call the maintenance department at (309) 366-4108, if you would like to schedule a time for this work to be done.

4.31 Polling Place

Your polling place is in the SV Center. On election days, the polling place is open from 6 am - 7 pm.

4.32 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 for that bed, you would still have priority access to the next available bed.

4.33 Problem Solving

Getting to know each other takes a little time. It is Snyder Village's desire to provide excellent customer service to its residents. We encourage you to ask questions and report both positive and negative feedback in real time. Too often, we find that residents wait too long to ask questions, give feedback, or report concerns. We want you to have a good experience. Please give our team the opportunity to help you. Residents are encouraged to express their concerns at the time service is being provided to the staff member who provides the service. This is often the most effective approach for achieving immediate resolution. Any resident who cannot obtain resolution at the time of the service or from the staff member who provided the service should present their concern to the Director of the appropriate department. A ***Snyder Village Directory*** is provided for your reference in this handbook.

4.34 Recycling

Snyder Village encourages our residents to participate in a campus-wide recycling program. A single stream container is located to the north of the Morton building (bus barn). Materials that can be placed in the recycling container include cardboard, magazines, newspapers, aluminum and steel cans, and recyclable plastics 1 and 2. Please empty, rinse, and put all caps back on. Please do **not** place plastic sacks or glass in the

recycling container. If you have a question about recycling, please call Facility Services at (309) 366-4108.

4.35 Resident Council

Snyder Village Resident Council meets the second Wednesday of every month at 9 am in the SV Center. All residents are invited to attend. The council allows residents a forum to provide feedback, express concerns, and ask questions. Minutes are posted. For more details, see the ***Resident Council By-Laws*** section in the binder.

4.36 Resident Directory

The resident directory is updated annually at the beginning of each year. It includes residents' names, addresses, phone numbers, and email addresses. Resident photographs are typically taken in December at our annual Holiday Brunch.

4.37 Smoke-Free Campus

Snyder Village is a smoke-free campus. Smoking, including the use of vapes or e-cigarettes, is prohibited in or around any of the buildings on Snyder Village grounds. Cottage residents may smoke in their individual unit.

4.38 Snow Removal

The following is the order that will be followed to remove snow and ice:

1. Health Center rear parking lot and entries
2. Upper staff parking lot
3. Assisted Living parking lots and entrances
4. Health Center front parking lot and entries
5. Campus roads
6. Resident cul-de-sacs
7. Resident driveways and sidewalks
8. Campus sidewalks and mail tree walks

If you need to get out of your cottage before maintenance has cleared your driveway, please call (309) 366-4108, to leave a message. They will accommodate your request.

Please remember that our goal is to ensure your safety on campus. There will be ice buildup in some areas. We will use salt to combat those areas, but temperature plays a big part on how well salt will work.

Note: Maintenance will **not** clear snow if accumulation is less than one inch.

4.39 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 Facility Services Department at (309) 366-4108, 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 staff members 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.

4.40 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 an anniversary, a thank you or other news items, please contact the Communications and Marketing Director at (309) 366-4133.

4.41 SV Center

The large SV Center is used for many Snyder Village activities. It is also available for rent by residents, staff members, individuals in the community, and area businesses. The SV 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 Lifestyle Director at (309) 366-4181.

4.42 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. If 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 are non-existent.

4.43 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.

4.44 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 SV Center entrance. If you have a question regarding scheduling or sign-up, please call the Retirement Community Lifestyle Director at (309) 366-4181. These activities will be identified each month in the monthly newsletter.

For individual transportation needs, please contact the Snyder Village Home Care Department at (309) 367-2300.

4.45 Vacations

Please notify the Retirement Community office at (309) 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.

4.46 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 center – like 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 (309) 366-4135.

4.47 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.

Appendix A

Services included in your monthly service fee are: **All**

Units

- Total building maintenance
- Appliance maintenance
- Snow removal
- Landscape and lawn care
- Annual professional window washing
- Professional power washing of cottage exterior surfaces, every other year
- 24-hour emergency call system
- Weekly garbage pickup
- Pest control
- Planned social, educational, recreational, and religious activities
- Health Support Nurse service
- Major property and liability insurance *
- Wi-Fi Internet provided by T-Mobile: 5G service
- Snyder Village cable service (98 channels)

Exclusively for Apartment Units

- Gas, electric, and water
- 1-Bedroom apartments purchased after 2023 include 20 meals and 2 hours of housekeeping per month. 2-Bedroom apartments include 40 meals and 2 hours of housekeeping per month. Neither can be carried over to the next month.

** Residents are responsible for renters' insurance coverage for your personal belongings and liability.*

Services not included in your monthly service fee but available for a charge:

- Upgrading appliances when current appliances are functional
- Custom painting
- Any repairs caused by neglect
- Installing new fixtures or curtains/blinds after initial move in

- Hanging pictures after initial move in
- Replacing plumbing deemed functional
- Installing porch rails and or ramps
- Installing fence around patio
- Extending porches
- Adding patios, sunrooms, etc.
- Adding any electrical outlets/switches
- Any additional landscape work not included in monthly fee
- Labor plus material cost

Additional services available on a fee-for-service basis:

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

RESIDENT
HANDBOOK



**Snyder Village
Staff Directory**



Snyder Village Directory

Campus Leadership Team

Janelle Clark, Executive Director jclark@snydervillage.com	(309) 366-4110
Frank Reinsma, Chief Financial Officer frank@snydervillage.com	(309) 366-4114
Adrianna Leach, Resident Services Director atuszynski@snydervillage.com	(309) 366-4181
Heather O'Brien, Health Center Director hobrien@snydervillage.com	(309) 366-4113
Mallory Stutzman, Assisted Living Director mstutzman@snydervillage.com	(309) 366-4104
Deb Albertson, Home Care Director dalbertson@snydervillage.com	(309) 366-4161
Mike Brownfield, Director of Facility Services & Safety mbrownfield@snydervillage.com	(309) 366-4109
Mike Lane, Development Director mike@snydervillage.com	(309) 366-4116
Jim Lovell, Marketing/Communications Director jlovell@snydervillage.com	(309) 366-4133
Jessica Reynolds, Director of Human Resources jreynolds@snydervillage.com	(309) 366-4123

Retirement Community

RC Office (309) 367-4900

Adrianna Leach, Resident Services Director (309) 366-4181
atuszynski@snydervillage.com

Christine Adams, RC Administrative Assistant (309) 367-4300, Ext. 211
cadams@snydervillage.com

Kathy Patton, Activity Coordinator (309) 366-4134
kpatton@snydervillage.com

Connie Klinkradt, RC Wellness Nurse (309) 367-4300, Ext. 182

Health Center

Heather O'Brien, Health Center Director (309) 366-4113
hobrien@snydervillage.com

Kim Linehan, Admission Coordinator (309) 366-4132
klinehan@snydervillage.com Cell (309) 370-3186

Amanda Yetter, Activity Coordinator (309) 366-4180
amanda@snydervillage.com

Angelia Johnson, Dining Service Director (309) 366-4142
ajohnson@snydervillage.com

Assisted Living

Mallory Stutzman, Assisted Living Director (309) 366-4104
mstutzman@snydervillage.com

Home Care

Deb Albertson, Home Care Director (309) 366-4161
dalbertson@snydervillage.com

Christy Robbins, Case Manager (309) 366-4160
crobbins@snydervillage.com

Administration

Business Office (309) 367-4300, Ext. 100

Frank Reinsma, Chief Financial Officer (309) 366-4114
frank@snydervillage.com

Laure Heinzmann, Accounting Supervisor (309) 366-4115
lheinzmann@snydervillage.com

Chaplain Services

Rev. Christopher Rinkenberger (309) 367-4300, Ext. 202
crinkenberger@snydervillage.com

Development

Mike Lane, Development Director (309) 366-4116
mike@snydervillage.com

Facility Services

Mike Brownfield, Director of Facility Services & Safety (309) 366-4109
mbrownfield@snydervillage.com

Facility Service Work Orders (309) 366-4108

Volunteers

Ashley Thompson, Volunteer Coordinator (309) 366-4135
athompson@snydervillage.com

RESIDENT
HANDBOOK



**Cable TV
Channel Lineup**



Cable TV Channel Lineup

2	Message Now	53	Big 10
3	GUIDE NOW	54	NBC Sports Network
4	NBC 25.1 WEEK	55	TLC Learning Channel
5	ABC 25.2	56	Discovery Channel
6	CBS 31.1 WMBD	57	Free Form
7	CBS 31.2 Bounce	58	Disney East
8	CBS 31.3 Laff	59	TV Land
9	FOX 43.1 WYZZ	60	Bravo
10	FOX 43.3 Get TV	61	Animal Planet
11	ION	62	National Geographic
12	WAOE MyTV	63	FX Channel
14	WTVP CREATE	64	FXX
15	WTVP	65	Paramount Network
16	WTVP WORLD	66	TNT Network
17	MEtv	67	USA
20	CW	68	TBS
21	Weather Channel	69	Food Network
22	WGN America	70	Travel Channel
23	QVC	71	HGTV
24	Inspirational Network	72	Hallmark
25	Up	73	Lifetime
26	The Science Channel	74	Hallmark Movie Channel
27	TBN Trinity	75	Game Show Network
28	EWTN Eternal Word	76	WE (Women's Entertainment)
29	Daystar	77	A&E
30	RFD (Rural Farm)	78	History Channel
31	CMT	79	AMC
32	BBC America	80	TCM Turner Classic Movies
33	CNN	81	Lifetime Movie Network
34	Headline News	82	E! Entertainment
35	Fox News Channel	83	TruTV
36	Fox Business	84	HBO
37	CNBC	85	HBO 2
38	MSNBC	86	HBO Comedy
39	CSPAN	87	5 Star Max
40	CSPAN 2	88	HBO Signature
41	FOX Sports 1	89	HBO Zone
42	ESPN	90	Action Max
43	ESPN 2	91	MAX
44	ESPN News	92	More Max
45	ESPN U	93	MovieMax HD
46	MLB	94	Sundance Movie Channel
47	NFL	95	Music Choice (Light Classical)
48	Golf	96	Music Choice (Swing)
49	FOX Sports Midwest (St. Louis Cardinals)	97	Music Choice (Malt Shop)
50	Marquee Sports (Chicago Cubs)	98	Music Choice (Soft Rock)
51	NBC Sports Chicago Plus (White Sox / Bulls / Blackhawks)	99	Music Choice (Contemporary Christian)
52	NBC Sports Chicago (White Sox / Bulls / Blackhawks)		

RESIDENT
HANDBOOK



**Retirement
Community
Fee Schedule**



2024 Retirement Community Fee Schedule

Service Fee

Cottage	\$563/month
Apartment	\$678/month
Apartment (<i>after 2023</i>)	\$878/month

Beauty/Barber Shop

Shampoo and Set	\$18
Shampoo	\$5
Haircut	\$15
Perm	\$60
Beard Trim	\$6
Tint	\$45
Highlights	Starting at \$30

Facility Services (Housekeeping, Maintenance)	\$40/hour
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Guest Meal	\$8
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Home Care	\$33/hour - 3 hours \$45/hour - 2 hours \$60/hour - 1 hour
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Transportation	Billed a Home Care rate, plus mileage*
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** Requires 72-hour notice, is subject to vehicle/driver availability, and cancellation fees apply.*

RESIDENT
HANDBOOK



**Emergency
Management**



Emergency Management

Mission: Our Emergency Management mission is to provide our residents, families, staff members, and visitors with safe and prepared organization in the event of an emergency. While we cannot control the environment, we can control our response. We are committed to prepare for, cope with, and recover from the effects of emergencies and disasters. This will be achieved through information and resource exchange, working with the public and private sectors, and all levels of government through the utilization of modern technology, nationally recognized practices, and best demonstrated practices.

Fire

Expected staff response = “RACE”

- | | |
|-----------------|--|
| Rescue | Remove residents and/or staff from immediate danger.
Note the resident’s room number or affected area. |
| Alarm | Pull the fire alarm pull station nearest to that area. |
| Contain | Make sure fire is contained by closing doors. |
| Evacuate | Evacuate person in immediate danger and “Defend in Place”
by relocating to safe compartment - typically beyond a set of
smoke/fire doors in corridors. |

Tornado

Watch: Local weather conditions might produce a tornado or other severe weather.

- Ensure all residents and assigned staff are inside the facility and accounted for.
- Tune to local radio or television stations for continuous weather information.
- Keep a weather radio on alert to receive any additional statements, watches, or warnings issued by the National Weather Service.
- See that windows are kept tightly closed.
- Check outdoors and indoors for any objects that might become missiles in a high wind. Store the following items in a secure place:
 - Outdoors: lawn chairs, grills, potted plants, rakes, tools, etc.
 - Indoors: drinking glasses, metal trays, bottles, etc.

Warning: There is a tornado or severe weather event in the area NOW.

- Move all residents to a central hall away from windows. Shower rooms without windows are also good. Try to get residents as low as possible in the facility (hide from the wind).
- Shut the doors to resident rooms when residents are removed. Close curtains and blinds. Evacuate residents in the following order:
 - Ambulatory – Walk to hallway and take seat on floor, if possible.
 - Wheelchair – Remove from chairs into seated position on floor, if possible.
 - Bedfast – Move in beds or place on mattresses in hallways
- Give each resident a blanket to cover themselves to protect against flying debris.
- If time permits, shut off gas, electricity, and water (in that order).
- Shut off non-vital oxygen.
- Secure medical records and medications.

If a tornado strikes:

- Don't panic - help will be on the way and emergency responders will be arriving within minutes. However, do contact 9-1-1 or the local office of emergency management if you have a true emergency. Deployment of assistance (mission request) is addressed by priorities, so provide thorough information regarding your status.
- Remember, the average tornado lasts only 8-10 seconds.
- Remain with residents and staff.

After the tornado:

- Check the residents and staff for injuries. Provide first aid as necessary and move them away from hazardous areas. Look for signs of shock or emotional distress.
 - If serious injuries are present or individuals are trapped under debris, call 9-1-1.
- Check for fires throughout the facility immediately and periodically thereafter.
- Maintenance should restore utilities one at a time, checking that each one is working properly before returning another utility into service.
- Check the building itself for structural damage

Missing Resident

Missing Resident (Elopement) is defined as:

Elopement is when a resident leaves the nursing facility unattended without the facility's knowledge.

1. The person discovering the absence of a resident will immediately notify the Charge Nurse/Personal Care Aide/LPN in charge and Nursing Supervisor/LPN of the areas where the person resides. Staff should provide the time and location of when the resident was last seen as well as the clothing the resident was wearing when last seen.
2. Unit staff will immediately check the resident's chart and the unit sign-out book to determine if the resident is in fact on an authorized absence. Ask other staff for any information about the resident's location or possible activities, including possible destinations.
3. The highest-ranking staff member will assume the Incident Commander position and implement this "Missing Resident Policy".
4. Incident Commander will notify the Administrator and Director of Nursing that a resident is missing.
5. The Incident Commander will make an announcement to the facility regarding the missing resident, including who is missing and directions for the search and other responses.
6. The Incident Commander will contact the Incident Management Team for assistance and to have them report to the facility as necessary.
7. The Incident Commander will gather available staff and assign individuals to begin a search of the facility. The individuals responsible for searching will be given information about the missing resident including their photograph, their last whereabouts, what they were wearing, any specific habits, etc. As necessary, flashlights will also be distributed to the team.
8. After receiving information about the missing resident, all staff should quickly proceed to their designated search zone and begin a thorough search process, including closets, under beds, utility rooms, bathrooms, showers, tub rooms (in the bathtub), behind hedges, in corners, in and under automobiles, etc.

After a room is searched, a notification should be placed on the outside of the door frame indicating the room has been searched.

9. All staff should reassure other residents who may become distressed or confused by the search process. ***The privacy and dignity of the missing resident must be protected at all times.*** Staff can reassure residents by calmly saying something like, “I’m just looking for something. It’s nothing to worry about but thank you for trying to help.”
10. The initial search is to be limited to a period of 15 minutes. All search teams must meet with the Incident Commander within 15 minutes with a report during that time.
11. Upon the lapse of 15 minutes, the Incident Commander will contact the local police with a report of a missing resident by calling 9-1-1.
12. The Incident Commander will assemble all pertinent information on the missing resident, including health history, medication list, the telephone numbers for the resident’s emergency contacts, identifying characteristics (visible scars, tattoos, etc.), and a current photograph of the missing person. First Aid equipment and blankets should be assembled.
13. Upon arrival of the first member of the Incident Management Team and the local police, the Incident Commander will brief the group in detail with the search procedure that has already occurred.
14. The search should proceed in an organized manner so as to reduce duplication and save time. Keep in mind that a resident may have fallen and/or may be injured, bleeding, dehydrated, suffering from exposure to the elements (heat, cold, rain, snow, etc.). The time it takes to locate a resident may be critical.
15. When the missing resident is located, the Incident Commander will notify the facility of “All Clear”.

When the resident is returned to the facility, the nursing staff must complete the following:

1. Evaluate the physical and emotional condition of the resident.
2. Notify the attending physician of the resident’s condition, requesting instructions and/or orders as necessary.

- a. Notify the resident's family of the return, physical condition, and need for treatment.
3. Complete an incident report and charting of the incident in appropriate resident records.

All other personnel who responded to the incident will be advised by either the Nursing Supervisor or Security when their assistance is no longer needed, and they may return to their normal duties.

Bomb Threat

If a bomb threat is called in, it is important that you pay close attention to what the caller is telling you as well as characteristics about their voice, speech pattern, background noise, and mannerisms. As the caller is speaking to you, write everything down. Due to the obvious stress of the situation, you may not be able to recall all the details once the call is over. Evacuation may be necessary as a safety precaution and can be ordered by the Incident Commander. If any package or unexplained item is found, it should not be touched or moved. The police will take over at that point.

1. Staff receiving the call should remain calm and document the conversation, using the Bomb Threat checklist below.
2. If possible, alert other staff while speaking with the caller and have them notify law enforcement immediately.
3. A staff member will respond by notifying the local law enforcement and the highest-ranking staff member, who will assume the Incident Commander position. An announcement will be made to gather key personnel at the appropriate command location.
4. When the police arrive, advise them of the information. The Incident Commander will coordinate all activities related to the bomb threat with the police incident commander.
5. The police will assist Snyder Village in determining the credibility of the threat and the appropriate response.
6. If a search is to be conducted, Snyder Village staff must be utilized due to their familiarity with the facilities, contents, activities, and occupants of the areas. The police department will assist in determining if the situation is appropriate for the use of any outside resources, such as a trained K-9 team.

7. If a package or other item that appears suspicious is located, the police must be told so they can proceed with the investigation – ***Do not attempt to check the item yourself.***
8. If the police, along with the facility Incident Commander, decide that an evacuation is to be conducted, refer to the evacuation procedures outlined in other portions of this plan.
9. If an explosion occurs, follow procedures in the plan for fire.
10. The Incident Commander will authorize, as necessary, a Facility Director to lead and coordinate communications with all law enforcement, both during the threat response and the subsequent investigation. This person will advise the Incident Commander of the status of all activities related to the investigation.

Active Shooter

In order to preserve life and address the reality of an active shooter event, these guidelines have been established to guide our response to this event to maximize survivability. Most importantly, quickly determine the most reasonable way to protect your own life.

Procedure:

1. The intent of most active shooters is to kill as many people as quickly as possible. To save lives, local law enforcement will make an immediate entry into the building to locate, contain, and stop the assailant. In addition, law enforcement response will include the concept of “surround and contain” in order to minimize the number of victims.
2. Upon discovery of an active shooter situation, as soon as possible and when safe to do so, notify law enforcement (by dialing 9-1-1) and provide overhead paging announcement of an “Active Shooter” and the location of the situation. The phone call to 9-1-1 (from the area where they are safely concealed) should provide the following information: (a) description of suspect and possible location, (b) number and types of weapons, (c) suspect’s direction of travel, and (d) location and condition of any victims.
3. Safety & Security Officers and/or the Supervisor will meet and guide law enforcement officers if possible and as appropriate. The goal of law

enforcement is to locate, isolate, and neutralize the shooter as quickly as possible to prevent additional deaths or injuries.

4. Security will assist law enforcement as needed and will, to the best of their ability, attempt to lock down buildings to keep the perpetrator from moving to other buildings on campus.

Public Communications

Any comments made to the public (including on social media) or media outlets regarding an emergency incident at Snyder Village, should only be approved and administered by the Marketing/Communications Director. Staff members who are asked for a comment by the media should refrain from commenting and instead refer to the Marketing/Communications Director.

RESIDENT
HANDBOOK



**Retirement
Community
Resident
Council By-Laws**

**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 Article 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 Lifestyle Director 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 Article III)

ARTICLE VII NOMINATION COMMITTEE

The president shall appoint a nominating committee, consisting of three persons, no later than July 1st 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 Article 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.