



Informational Meeting on Master Planning Project

SV Center 8.20.2024/5:00 p.m.

Presenters:

Janelle Clark, Snyder Village Executive Director

Meeting Objectives

- Review master planning project goals and objectives
- Review consultant partners, discuss why each was selected and what roles each will play in the project
- Share progress on project to include, market study, focus groups, and architectural review and onsite assessments
- Share feedback received from the focus groups in June
- Understand next steps, opportunities for feedback, and SV's plan for communication

Project Goal

To develop a comprehensive long-term master plan, reflective of our mission and core values, that addresses industry changes in the senior living market, our aging infrastructure, and explores improved amenities and opportunities for repositioning and growth on campus.

Consultant Partners

Snyder Village has aligned with Eventus Strategic Partners and AG Architecture to assist with the development of our master plan. The two slides below explain why Snyder Village chose each partner and what role each will play in the project.



ALAN WELLS
PRESIDENT



BRIAN HELLER, AIA
SENIOR DEVELOPMENT
MANAGER

WHY EVENTUS?

- SEVERAL RECENT PROJECTS IN ILLINOIS
- SPECIALIZE IN NON-PROFIT SENIOR LIVING LIFE PLAN COMMUNITIES
- FOREMOST AUTHORITY ON FINANCIAL ANALYSIS & FINANCING IN INDUSTRY

ROLE IN PROJECT

- OVERALL COORDINATION OF PROJECT
- MANAGE CONSULTANT RFP (REQUEST FOR PROPOSAL) PROCESS
- ENSURE SV's BEST INTEREST
- FINANCIAL ANALYSIS/FEASIBILITY



ERIC HARRMANN, AIA
CHIEF DESIGN OFFICER



ANDREW ALDEN, M. ARCH
SENIOR ASSOICATE
& TEAM LEAD



ANN D'ACQUISTO, AIA
SENIOR ASSOCIATE
& TEAM LEAD



TONY LUCIANO, P.E.
DIRECTOR OF
ENGINEERING SERVICES

WHY AG?

- EXPERIENCE IN ILLINOIS (IDPH)
- EXPERIENCED AND PASSIONATE ABOUT CREATING "HOME" IN SKILLED NURSING
- DETAILED DOCUMENTS & PROVEN ACCURACY IN COST ANALYSIS

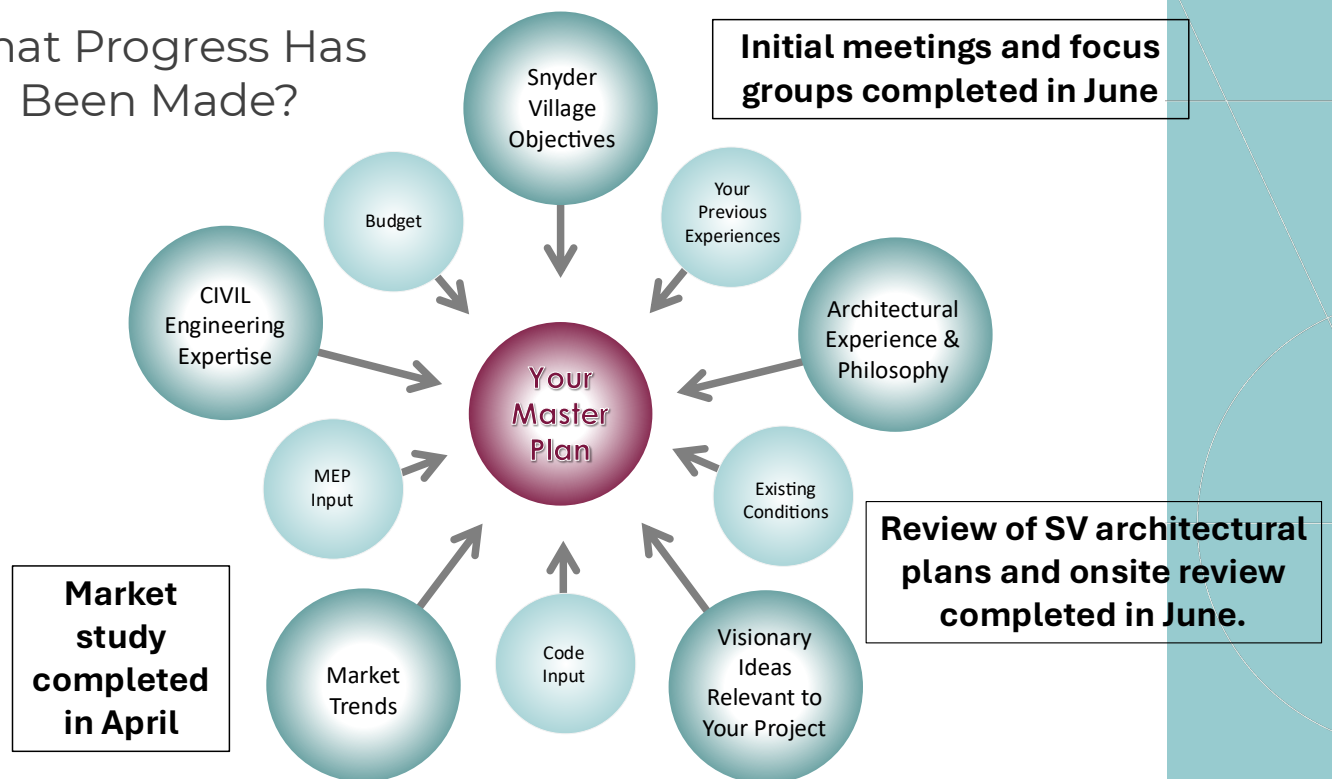
ROLE IN PROJECT

- ESTABLISH SHARED UNDERSTANDING OF SV GOALS, LEGACY, & FUTURE
- INFORMATIONAL GATHERING/LISTENING
- CREATION OF PROJECT DOCUMENTS, DESIGN PRINCIPLES, VALUES
- PREPARATION & SUBMISSION FOR COMMUNITY APPROVALS

Progress on Project

The slide below outlines the steps that are involved in solidifying a master plan. Thus far, Snyder Village has completed the market study in April and initial planning and focus group meetings in June. AG Architecture was also onsite in June to obtain and verify architectural plans and evaluate systems.

What Progress Has Been Made?



Market Study

Snyder Village completed a market study earlier this year. The 150-page document provided analysis of our site location, primary market area definition, market area demographics, economic assessment, competitive products, and market demand. The slide below was used to give residents an idea of the information/analysis provided.

Map 4-1: Snyder Village Primary Market Area, Metamora, IL

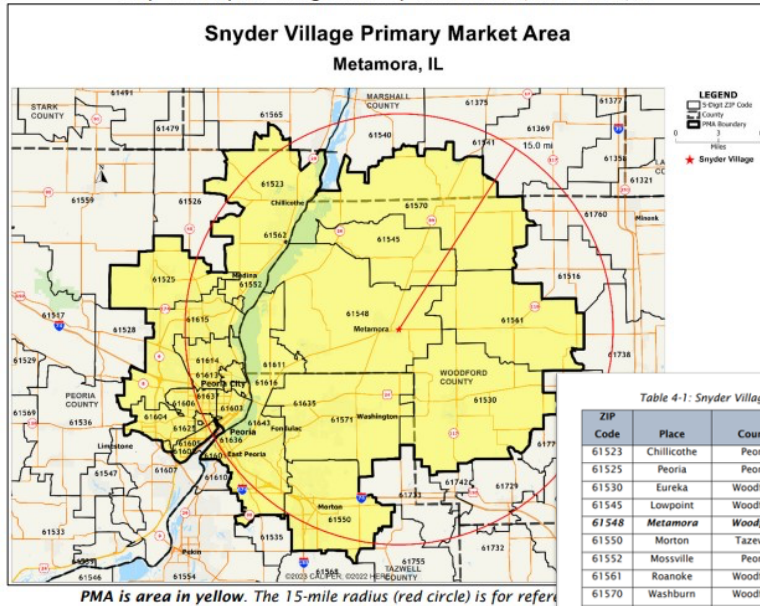
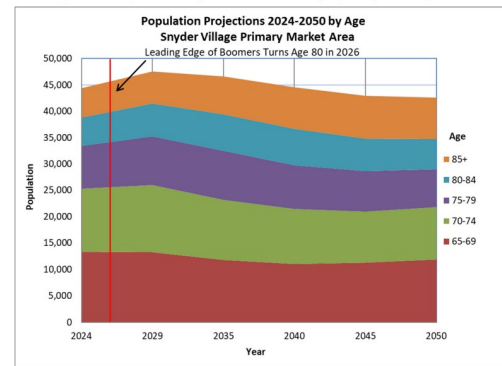


Table 4-1: Snyder Village Primary Market Area, Metamora, IL

ZIP Code	Place	County	ZIP Code	Place	County
61523	Chillicothe	Peoria	61603	Peoria	Peoria
61525	Peoria	Peoria	61604	Peoria	Peoria
61530	Eureka	Woodford	61605	Peoria	Peoria
61545	Lowpoint	Woodford	61606	Peoria	Peoria
61548	Metamora	Woodford	61611	East Peoria	Tazewell
61550	Morton	Tazewell	61614	Peoria	Peoria
61552	Mossville	Peoria	61615	Peoria	Peoria
61561	Roanoke	Woodford	61616	Peoria Heights	Peoria
61570	Washburn	Woodford	61625	Peoria	Peoria
61571	Washington	Tazewell			

ZIP Code for the nearest city appears in bold italics

Figure 4-1: Population Projections 2024-2050 by Age, Snyder Village PMA



Source: "2023 Complete Economic and Demographic Data Source (CEDDS), State and County Projections to 2060, Woods and Poole Economics, Illinois, D.C., Copyright 2023", SMP, and PMD Advisory Services, LLC.

Focus Groups

Focus groups were conducted in June with our key stakeholders. The focus groups consisted of (1) Board of Directors/SV Leadership Team, (2) SV frontline staff members, (3) Retirement Center residents, (4) Retirement Center families, (5) Health Center/Assisted Living residents/families, (6) Engaged members of the Metamora community.

While the information gathered from each group varied slightly, summary analysis indicated there were three main themes.

- **Physical Environment Enhancements**
- **Strengthening the Human Factor**
- **Elevating the Experience with Services and Amenities**

Health Center and Assisted Living Overview

Physical Environment Enhancements

- Room Size & Layout
- Air Quality and Temperature Control
- Natural Elements and Lighting
- Bathroom Enhancements
- Maintenance and Cleanliness
- Privacy Enhancements

Strengthening the Human Factor

- Providing Personalization and Comfort
- Staffing & Care

Elevating the Experience

- Accessibility and Safety
- Technological Enhancements
- Aesthetic and Decor



Physical Environment Enhancement Summary

- Private rooms
- Large bathrooms, personal shower, ability to use assistive devices
- Updated call system/use of technology and updated equipment
- Brighter lighting, more windows
- Independent temperature control
- Reduced noise level, increased privacy
- Well maintained both indoors/outdoors
- Addition of desk, larger dresser, closets, small refrigerator
- More access to outdoor space
- Less institutional, less hallways, more like home

Health Center and Assisted Living Overview

Strengthening the Human Factor Summary

- Specialized training for clinical and ancillary staff members, enhanced customer service
- Track, trend, and benchmark quality metrics to ensure compliance and continued improvement
- Strengthen efforts to ensure staff member retention



Elevating the Experience Summary

- Centralized administration offices with front desk/concierge services
- Onsite access to physician, therapy, diagnostic, and other beauty and wellness services
- Use of technology that enhances the resident experience, improves resident monitoring, and staff member accountability
- Access to community amenities such as chapel, gym equipment and programming, and social/dining spaces
- Dining service options that include more variety and healthier choices
- Activity programming that allows residents to be helpful to community, volunteer opportunities

Retirement Center Overview

Physical Environment Enhancements

- Cottage and Apartment Enhancements
- Indoor/Outdoor Community Spaces
- Fitness and Wellness Facilities
- Parking & Accessibility

Strengthening the Human Factor

- Staffing and Care
- Resident Interaction

Elevating the Experience

- Amenities and Services
- Community Activities and Integration



Physical Environment/Elevating the Experience Summary

- Updated floor plans and amenities, garages, covered parking, patios, generators
- Access to outdoor space and enhanced landscaping to enjoy and entertain (patios, varied seating, firepits, grills, lighting)
- Accessible walking/biking paths that connect the campus with “destinations” (such as upgraded pond, art installations, shaded patios, dog park, amphitheater, pickleball/bocce ball)
- Upgraded dining service venues/ options (see next slide for summary)
- Centralized community services and amenities to include concierge services, access to administration, fitness area, lounges, salon, clinician/wellness offices, library, chapel, other multi-purpose areas

Retirement Center Overview

Strengthening the Human Factor Summary

- Specialized training for clinical and ancillary staff members, enhanced customer service
- Track, trend, and benchmark quality metrics to ensure staff member compliance and continued improvement
- Strengthen efforts to ensure staff member retention
- Space/technology that connect residents to residents and residents to staff members



Dining Service Summary

- Indoor/Outdoor Venues
- Expanded Hours
- Varied menu with healthier options and accommodations
- Increased number of campus activities/events with food
- Good customer service
- Well-trained staff members
- Online tools to streamline operations and provide feedback

Next Steps/Plan for Communication

There is still much analysis and feedback from all stakeholders needed before we have a finalized plan.

General information, updates, and opportunities for involvement in the project will be discussed at Resident Council meetings, bi-monthly informational meetings, and in the SV Scoop/eNews. If you or someone you care about would like to receive our emails, please provide e-mail addresses to hspence@snydervillage.com or 309.366.4105.

Questions

Does Snyder Village have a 1-year, 2-year budget plan? How do the residents know this?

Snyder Village prepares an annual budget that is approved by the board of directors. The budget does include capital planning.

Comment: Please no curbs, if we get sidewalks, trip hazard.

Is there a plan to update RC emergency call system?

Yes, a new RC emergency call system was planned for in the capital budget. There will be a firm on campus early September to assist with selection and implementation. We expect implementation to take 6-9 months.

Cost for the consultant groups?

Consultants can be costly. While SV employs very talented staff members, the board of directors and SV leadership team chose to align with experienced partners that have proven success in master planning and repositioning in other life plan communities. In today's market, one mistake can be very costly. Our consultants will cost us about 25-30% of one significant project (emergency call system). The master plan will likely include multiple significant projects.

Why were handouts (of slideshow) not provided at tonight's meeting?

We will provide handouts of the slides for the next meeting(s). Meeting minutes will be available after each meeting at the sign-up desk in the SV Center. Please allow up to one week for distribution.

If the plan includes re-building or renovations to the cottages, will the current residents have a say if their cottage is part of the plan? I live in one of the original cottages. What is the timeframe? Would we be responsible for moving to an alternate location?

The master plan will be a long-term comprehensive plan. While there have been no decisions made on whether the plan will include re-building or renovation of any cottages, Snyder Village recognizes that there is uncertainty and uneasiness regarding what this may mean for some of our residents once a decision is made. Unfortunately, if it is determined that a resident's cottage would be re-built or renovated, SV would work with that resident on alternative placement on campus. Keep in mind, this may be 5-10-15-20 years away. Once the plan is established, there may be cottages that are not reoccupied when vacant. There may be new options or floorplans available for residents to consider. Snyder Village would assist all residents that may need to be temporarily or permanently moved.

Comment: If there is no swimming pool, would it be possible to add a beach at the pond?

If a resident has trouble getting to their mailbox could a staff member help get mail if needed?

If you or someone you know is having trouble getting into their mailboxes, reach out to the Retirement Center Office at 309. They will help residents explore options for assistance.

Online work orders?

There are computerized work order systems that could be implemented. Systems help staff members organize and assign work orders.

Comment: Currently HC and did not expect to be here so quick after moving in 2020. Interested in another meeting about HC.

Any plans for unused property in the future?

Currently, we are exploring options for the triangle piece of land owned in front of the community. At this time, there has been little discussion regarding the additional acreage owned in the back of the community.

Older cottage windows on not energy efficient anymore. Is there a plan to upgrade them? This will be addressed in plan.

What is the plan for the bistro ceiling in RC? This project is scheduled for the fourth quarter of 2024.

