



MESSIAH
Lifeways[®]
at MESSIAH VILLAGE



Enhanced Living

Resident Handbook

Resident Handbook*

Enhanced Living

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* The Resident Handbook is an informational source which does not grant any contractual rights and is subject to change from time to time.

Revised February 2018



100 Mt. Allen Drive
Mechanicsburg, PA 17055

CONTACT LIST

Village Center Guest Services : (717) 697-4666

	<u>Phone</u>
<u>Enhanced Living Neighborhoods</u>	
Nittany 1 st /2 nd	717-795-7691
Nittany 3 rd	717-795-5572
Laurel Main	717-790-8235
Laurel Upper	717-790-8236
Hopewell	717-591-5599
<u>EL Neighborhood Managers/Social Work Coordinators</u>	
Nittany Neighborhood	717-591-7208
Laurel Main Neighborhood	717-591-7208
Laurel Upper Neighborhood/Hopewell	717-591-7219
<hr/>	
Manager of Cura Dining Services	717-790-8204
Enhanced Living Director of Nursing	717-796-8145
Enhanced Living Administrator	717-591-7205

WELCOME, MISSION, CORE VALUES, HEALTH AND WELLNESS PHILOSOPHY, AND HISTORY

Welcome

On behalf of the residents, staff, and Board of Directors, welcome to the Messiah Lifeways® at Messiah Village (“Messiah Village”) family. We hope you enjoy living at Messiah Village. You may have questions about your new home. This handbook has been prepared to help you understand the many aspects of our community.

Mission Statement

We are a ministry that responsibly enhances the lives of older adults with Christ-like love.

Dream

We aspire to more fully embrace life. We do not fear growing older. We re-imagine the journey of aging as a time of purpose, zest and faith-filled living.

Core Values

The Core Values are the standards for conduct and the criteria for making decisions. The core values of Messiah Lifeways are Act Courageously, Live Responsibly, Decide Collaboratively, Speak Kindly and Love Generously.



Act Courageously



Live Responsibly



Decide Collaboratively



Speak Kindly



Love Generously

History

Messiah Lifeways, formerly known as Messiah Village, offers a network of opportunities for adults 55 and better in South Central Pennsylvania. Recognizing that there are many ways to experience life, Messiah Lifeways offers life coaching, enrichment opportunities, community support services and resident communities. Messiah Lifeways, based in Mechanicsburg, is a non-profit sponsored by the Brethren in Christ Church.

The General Conference of the Brethren in Christ Church approves the appointment of members to the Board of Directors. Messiah Lifeways at Messiah Village is located on an 80-acre campus along Mt. Allen Drive in Upper Allen Township. The Village's Central Pennsylvania

location provides close access to both the beauty of the country and the cultural centers of the city. The facilities, services, and activities provided by Messiah Village seek to promote community relationships within the Christian concepts of brotherhood and service.

Messiah Lifeways had its beginnings in 1896 as Messiah Rescue and Benevolent Home and was first located on Bailey Street in Harrisburg. The Home was started by a group of concerned church members wishing to provide a place for the elderly and at its maximum capacity was able to house 60 individuals. When the need arose for a larger facility a new home was built at 2001 Paxton Street and in 1936 Messiah Home moved to its new location. The program at the Paxton Street site included 25 nursing beds and 82 residential rooms, and continued with the tradition of providing quality service to mankind. In 1964 the name was officially changed to Messiah Home.

Recognizing the need to expand and to bring their Paxton Street facilities into compliance with Life Safety Codes and other contemporary standards of construction, the Home began a planning process for renovating and expansion during the early 1970s. Due to the costs of modernization and expansion limitations of the facility and site, Messiah developed a plan for a new facility at a new location, the present Mt. Allen Drive site.

The present site was developed as a retirement community, providing varying levels of service for the elderly. The initial segments of construction included 90 nursing care beds and 101 sheltered care residential units coupled with appropriate administrative and support facilities. The sheltered care units were designed to respond to those elderly persons who desire a level of independence but need support services such as congregate meals, worship services, recreation and hobby rooms, etc. These facilities were occupied during 1978 and are now part of the Village Center.

Since the opening of these facilities in 1978, Messiah Village has also undertaken a phased development of residential living units in a clustered cottage arrangement on the perimeter of the campus. Each residential living unit cottage is complete with living area, kitchen, bathroom, bedroom, and garage. The on-campus services that are provided to the residents of the sheltered care residential units are also available to the residents of the clustered cottages.

The phased development of 148 cottages began in 1979 and continued through 1990.

A new chapel which seats over 400 people was dedicated in April of 1984 and is connected to the Village Center in order to facilitate access for both residents of the sheltered care units and residents from the nursing and personal care areas. In addition to the chapel, this wing also includes an arboretum and offices. The lower level of the chapel houses U-GRO.

U-GRO is an intergenerational day care and educational program for preschool children in the Upper Allen Township and surrounding areas. This day care center was opened in 2011. The center provides comprehensive early childhood education, balanced with interaction with Messiah Village residents.

In order to expand its services, Messiah Village implemented home care services in 1984. This has afforded the Village the opportunity to provide home care to the resident in their home

(cottage, apartment, or Enhanced Living), and represents a vital component of the continuum of care. The program is also available to the surrounding general community.

The most recent development of residential living has been the construction of the Allegheny and Tuscarora apartments. The 64-unit Allegheny building was completed in 1987 along with the Village Commons. The 60-unit Tuscarora building was completed in 1990. Both apartments are attached to the Village Commons in order to provide the residents with easy access to the bank, pharmacy, gift shop, dining room, and beauty/barber shop.

A special care center and a personal care unit were opened in 1988. The 53-bed special care center was especially designed and programmed for the care of persons with Alzheimer's disease or related disorders. The 51-bed personal care unit was created for those individuals needing assistance in daily activities such as bathing, dressing, dining, recreation, taking of medication, and management of personal affairs. The lower level of this area houses the physical therapy department and indoor swimming pool with whirlpool.

The most recent addition is the Ministries Building which was opened in late 1992. It includes 71 personal care units, nursing care dining room, main entrance lobby, administrative offices, home care services, adult day care, and clinic. The new personal care units replaced the 51 beds built in 1988, which were converted to nursing care. The geriatric clinic opened in November 1992. Adult day care opened in September 1993.

The middle and late 1990s were a period of program development and redesign rather than facility development. Some of the specific areas which were developed or redesigned included: Expanding community services, restructuring our enhanced living services to include a respite care program, enhancing nursing care via specific neighborhoods, and installing a comprehensive information management system. These program changes were made to improve the quality of care and to better respond to the changing needs and desires of our residents and clients.

In early 2012, Messiah Village broadened its name to Messiah Lifeways to better reflect the depth and breadth of options it provides to adults 55 and better in South Central PA. Messiah Village remains the name of the continuing care retirement community that offers residential living, enhanced living and nursing care. The official name is "Messiah Lifeways at Messiah Village".

Messiah Lifeways continues to be concerned for the special needs of older adults. The sheer size of this age group demands innovative answers to increasing needs for housing, enrichment, health care, and support services.

MESSIAH LIFEWAYS TIME LINE

- 1896 • Messiah Rescue and Benevolent Home established at 1175 Bailey Street, Harrisburg
- 1936 • Messiah Rescue and Benevolent Home relocated to 2001 Paxton Street, Harrisburg
- 1964 • Corporate name changed to Messiah Home
- 1978 • Relocated to 100 Mt. Allen Drive, Mechanicsburg with 90 nursing care beds and 101 sheltered care residential units
 - Children's Family Center intergenerational child care opened
- 1979 • Trade name changed to Messiah Village
 - 20 residential living cottage units completed
- 1980 • 28 residential living cottage units completed
- 1981 • 10 residential living cottage units completed
- 1982 • 12 residential living cottage units completed
- 1983 • 10 residential living cottage units completed
- 1984 • Chapel addition completed
 - 10 residential living cottage units completed
 - Home Care Services started
- 1985 • 14 residential living cottage units completed
- 1986 • 22 residential living cottage units completed
- 1987 • 18 residential living cottage units completed
 - 64 residential living apartments in Allegheny completed and opened Village Commons
- 1988 • Added 51 personal care beds
 - Added 53 special care beds (Alzheimer's)
- 1989 • Converted 10 personal care beds to nursing care
- 1990 • 65 residential living apartments in Tuscarora completed
 - 4 residential living cottage units completed
- 1991 • Maintenance west garage completed
 - Converted 10 personal care beds to nursing care
- 1992 • Opened Ministries Building with 71 personal care units and administrative offices
 - Clinic opened

- 1993 • Converted 31 personal care beds to nursing care
- Adult day care opened

- 1995 • Received Moody's Investor Service investment grade rating for bond issue refinancing
- Completed renovations of main kitchen and two dining rooms in Village Center

- 1996 • Opened a second adult day services center at Carlisle Brethren In Christ Church, Carlisle, PA
- Installed a computer local area network
- Celebrated Centennial Anniversary

- 1997 • Signed an Affiliation Agreement with Messiah Family Services to manage and develop Mount Joy Country Homes, Mount Joy, PA
- Restructured previous "personal care" and "sheltered care" to create "assisted living" level of care with three types of services: Hospitality Services, Personal Care Services, and Spring Run Center for Dementia Care

- 1998 • Successfully completed a 1.5 million dollar capital campaign for nursing care renovations.
- Began nursing care and assisted living renovation project to create "neighborhoods of care"

- 1999 • Completed nursing care and assisted living renovations to create "neighborhoods of care."
- Began offering respite services and hospice services in assisted living.

- 2000 • Helped to form two alliances: APG (Anabaptist Provider's Group) and SLA (SeniorLife Alliance)

- 2002 • First Chester cottage was built to replace some Franklin cottages.

- 2003 • New mission statement was adopted: *"We are a ministry that responsibly enhances the lives of older adults with Christ-like love."*

- 2004 • Completed a \$3.2 million renovation of apartment building commons areas.

- 2005 • Purchased 3.5 acre "Shelly" property near Mt. Allen Drive, pond and Route 15.
- Capital Area Health Associates established as a subsidiary as a primary care medical practice.

- 2006 • Started Pathways Institute for Life Long Learning.

- 2007 • Started construction of the Cottages on Willow Way project.
- Rated 36th Best Place to Work in PA.

- 2008 • Home Care became an LLC
- Mount Joy Country Homes becomes a subsidiary
- First residents moved into the Cottages on Willow Way

- 2009
 - Person-Centered, Community-Minded transformation continued with discontinuation of the “tray line” and moving dining staff and service to neighborhoods.
 - Pathways Institute for Lifelong Learning was registered as a trademark.

- 2010
 - Started construction of 10 cottages at Mount Joy Country Homes.
 - Started Facebook page and a blog
 - Received the largest gift to date of \$900,000 from the Norman T. Asper Trust
 - Completed Connections Capital Campaign goal at \$3,700,000
 - Named to the WorldBlu List of Most Democratic Workplaces™

- 2011
 - Discontinued using the name Assisted Living and started using Enhanced Living
 - Completed construction of Chapel entrance and Asper Special Care Neighborhood addition
 - U-GRO started as campus childcare provider and moved into renovated space
 - Became sponsor of Mechanicsburg Place: A Senior Center & More

- 2012
 - Broadened brand to Messiah Lifeways
 - Created Messiah Lifeways as the parent holding company with three subsidiaries (Messiah Home, Messiah Family Services and Messiah Lifeways Community Support Services)
 - Life Coaching service line was launched
 - Entered into a covenant relationship with Brethren in Christ Church

- 2013
 - Mount Joy Country Homes broke ground for Phase 1B for a new community center and 12 new cottages
 - Constructed the final 8 cottages on Willow Way at Messiah Village
 - Connections village program was launched
 - Completed redecoration of Laurel Main and Upper Levels

- 2014
 - The Chapel was renovated, receiving new chairs, paint, and carpet in addition to an exterior wind barrier constructed outside the Chapel entrance (donor funded).
 - Launched planning for Project Envision and the Village Square Priority Club
 - Branch Creek Place was unveiled as the new name of the senior center in Shippensburg, and the new location was announced and started renovations.
 - Named as one of the Best Nursing Homes in 2014 by US News & World Report
 - Mount Joy Country Homes broke ground on Phase 2A.

- 2015
 - Branch Creek Place unveiled their new location with a ribbon cutting.
 - Accepted the first Village Square deposit and opened new welcome center in the cottage.
 - Mount Joy Country Homes resident census climbs past 100 residents for the first time while 10 new cottages were completed at MJCH.
 - Project Envision Ceremonial Groundbreaking was held

- 2016
- Celebrated 120th anniversary.
 - Held Three Presidents event with BIC Historical Society.
 - Village Square, Hopewell, Greenwood and Engle structures were built (as part of Project Envision construction).
 - Nursing renovations began.
- 2017
- Celebrated the opening of three new buildings, Village Square (residential), Hopewell (enhanced living), and the Greenwood & Engle neighborhoods (skilled nursing), to better serve residents through the continuum.
 - Named one of 50 of the midstate's largest employers by Central Penn Business Journal
 - The Messiah Lifeways Coach launched his first podcast.

ORGANIZATION

Board of Directors

The 14-member Board of Directors is appointed by the General Conference of the Brethren in Christ Church. Directors serve on a volunteer basis. They meet the second Tuesday of the month.

President & CEO

The President of Messiah Lifeways is the chief executive officer and is concerned with the overall functioning of Messiah Lifeways. If you have any creative ideas or overall quality concerns, you can direct these comments to the President at any time. Also, feel free to use the suggestion boxes located at various places on campus to submit your ideas and concerns.

Senior Vice President for Mission Advancement

The Senior Vice President for Mission Advancement manages a team responsible for strategic development, donor and volunteer development, construction services, marketing, community relations, Messiah Lifeways Coaching, events, and operations of two welcome centers.

Senior Vice President for Mission Integration

The Senior Vice President for Mission Integration oversees Human Resources, Risk Management, Corporate Compliance, and Community Services for Messiah Lifeways. This role also serves as the chief human resources officer and is responsible for the supervision, planning and execution of all human resources and quality improvement functions and programs for Messiah Lifeways and its subsidiaries. In addition, this role gives vision, direction and oversight to all service lines occurring in the community at large, with the goal of attaining sustainable and useful services and operations that support the Messiah Lifeways mission.

Chief Financial Officer

The Chief Financial Officer is responsible for the financial management of Messiah Lifeways and oversees the functions and operations of Fiscal Services.

Vice President of Residential Services & Operations

The Vice President of Residential Services & Operations is responsible for providing supervision and support to the following Departments and Levels of Living: Residential Living, Campus Services, Dining Services, Wellness and Salon Services. This role also oversees operations at Mount Joy Country Homes.

Vice President of Health Services

The Vice President of Health Services is responsible for serving as the leader of the Messiah Lifeways Health Services operations, which includes the Nursing Care, Enhanced Living, Rehabilitation Services, and Provider Relations. The Vice President of Health Services works closely with the President, other senior officers, and the Board of Directors in the coordination, planning, and implementation of the total organizational strategy and mission.

Enhanced Living Administrator

The Enhanced Living Administrator is delegated the administrative authority, responsibility and accountability for the leadership and management of Enhanced Living.

Enhanced Living Neighborhood Manager/Social Work Coordinator

The Coordinator is responsible for the social support of residents and coordination of admissions and transfers within Enhanced Living. The Coordinator is also responsible for promoting the residents' wellbeing and satisfaction by supporting resident centered care. Also serving as the Community Life Leader for the Neighborhoods, guidance and leadership is provided to the Neighborhood care team promoting person-centered culture and community direction.

Enhanced Living Director of Nursing

The Nurse Coordinator is responsible for daily management and leadership of the nursing team. The Nurse Coordinator oversees the clinical components of the Enhanced Living program, promoting a holistic approach to care while placing emphasis on elder-directed and quality focused outcomes.

SERVICES

Activities and Enrichment

The Activities staff works to enhance the quality of life for residents through a variety of activities. The activities program promotes an active and involved lifestyle. Monthly activity calendars and newsletters are available to residents. All are welcome and encouraged to participate in the program.

Adult Day Services

Messiah Lifeways Adult Day has two locations. One is located in The Meeting House, Carlisle campus at 1155 Walnut Bottom Road, Carlisle, PA.; the other is located at Messiah Village on the ground floor of the Village Center.

Our Adult Day program is designed to meet the needs of older adults with cognitive and/or physical limitations, while offering responsible care and support for the families and caregivers. Both Messiah Lifeways Adult Day centers provide secure environments designed to ensure a safe and supportive program with an individualized approach to their clients' activities.

The centers' hours of operation are 7:15 am to 5:00 pm and are open Monday through Friday. For additional information, please call 717-790-8224.

At Home Services

Messiah Lifeways At Home provides a broad range of personal, home and technology based solutions to provide the support you need in the comfort of your home. Anyone 55 and better living in the greater Harrisburg area can enjoy the benefits of Messiah Lifeways At Home. Our insured and bonded team members are available to be scheduled 24 hours a day, seven days a week—including holidays. Whether you need assistance just a few hours, a whole day, or every day, the reliable At Home team is here to provide solutions. Prior to the start of services, a Messiah Lifeways At Home Team Member will meet with you to review the Messiah Lifeways At Home Agreement and to develop a custom plan to meet your individual needs.

Personal solutions

- Companionship — conversations, activities, and socialization
- Private duty, one-on-one care
- Transportation and accompaniment to appointments
- Providing relief for family caregivers
- Assistance with exercise programs
- Assistance with bathing, dressing, and personal hygiene
- Medication reminders and monitoring diet, fluid intake, and hydration
- Massage therapy

Home solutions

- Light maintenance such as changing light bulbs or smoke detector batteries, and more
- Housekeeping including laundry, ironing, dusting, vacuuming, and cleaning
- Pet and plant care
- Home organization and special cleanup projects
- Assistance with paying bills, writing letters, etc.

Technology solutions

- Phillips Lifeline Emergency 24-hour call system
- Medication assistance via the Phillips Personal Medication Dispensing (PMD) system
- Technology/computer support - basic training

Contact the Messiah Lifeways At Home Office at 790-8209 between 7:30 am and 5:00 pm Monday through Friday with questions or to arrange an appointment to discuss the solutions for you.

Campus Services

Campus Services is the umbrella over Maintenance, Grounds, Safety/Security, Laundry, Housekeeping, Transportation, Purchasing and Resident & Guest Services. Our team is responsible for maintaining an attractive, safe, and clean environment for residents, team members and guests. The majority of the Campus Service team is available to you during regular business hours; however, Resident & Guest Services and Safety/ Security are available 24 hours a day. We also have “on call” Maintenance staff for emergent situations that take place after regular business hours.

Maintenance Requests:

All maintenance requests should be made via the work order system by contacting Resident & Guest Services at the Village Commons at 717-790-8213 between the hours of 7:30 am and 4:00 pm or the Village Center at 717-697-4666. The Village Center is available 24 hours a day.

All Safety/Security calls should be made to the front desk at 717-697-4666.

Please refer to the list of contacts below, to meet your specific needs.

Village Center	
Campus Services	717-790-8210
Resident & Guest Services	717-697-4666
Housekeeping Manager	717-790-8215
Laundry Coordinator	717-790-6513
Purchasing and Transportation Manager	717-790-8239
Director of Facilities Management	717-790-7696
Director of Environmental Services	717-790-8202

Coaching

Messiah Lifeways Coaching helps identify and navigate services and resource options; offer guidance and solutions for caregivers; and connect individuals to enrichment, wellness, and service opportunities available through Messiah Lifeways and beyond. Most coaching services are free. Retirement Options Coaching (ROC) is a new program to help retirees and those nearing retirement plan for the next phase of life by assessing, focusing, and guiding retirees through a Life Options Profile™. For more information, rates or to schedule a free consultation, call 717-591-7225 or email coaching@messiahlifeways.org.

Culinary Services

Culinary Services is dedicated to creating authentic and innovative culinary experiences for our guests. In addition to providing meal service for the Personal Care and Skilled Nursing residents in the Village Center building, Culinary Services operates the Evergreen Café, Fireside Café and Grille, Café 100 and Kathryn's on the Square for residents, staff, and the general public.

Culinary Services also offers banquet and catering services for residents, their families and friends with meeting rooms of various group sizes located in the Village Commons, Village Square or Village Center buildings. Requests for catered events or room reservations may be made by contacting the Events Manager at 717-790-8237.

As a courtesy for guests, meals from the Fireside Grille and Kathryn's on the Square can be delivered, for a small delivery fee, seven days a week during normal operating hours.

Fireside Café and Grille (located in the Village Commons)

The Fireside Café and Grille is open from 11:00 am to 7:00 pm Monday through Saturday and 7:00 am to 2:00 pm on Sunday.

The Fireside Café and Grille offers comfort food at its finest in a casual dining setting. We offer a café style lunch and dinner service as well as waited table service from 4 pm to 7pm.

The Fireside Café menu features daily chef specials made from scratch as well as homemade soups and salad bar, Chef designed specialty sandwiches, freshly made to order entrée salads, and signature items including freshly made hand pressed hamburgers, stone fired pizzas prepared from beginning to end with all ingredients prepared in house. We also offer homemade Fireside potato chips which we serve with all of our handcrafted sandwiches.

The Fireside Grille menu features a variety of classic home-style cooked meals in addition a fresh Catch of the day, our signature crab cakes and hand cut filet mignon as well as a seasonal always available menu.

Meal delivery is available for a small delivery fee through the Fireside Café & Grille daily. Please be patient with meal delivery times during peak meal hours. For take-out at the Fireside Café and Grille, please phone 717-790-8212.

Evergreen Café (in the Village Center)

The Evergreen Café offers cafeteria-style service and is open daily from 6:30 am to 5:30 pm.

Enjoy a comfortable cafe atmosphere featuring daily specials and always available items for breakfast, lunch and dinner. Breakfast features all of your favorites including eggs to order, pancakes, pastries, breakfast meats, and daily breakfast sandwich specials. Lunch and dinner offerings include daily chef specials, fresh made pizza, made to order deli sandwiches, salad bar, homemade desserts, and hand scooped ice cream. This is your perfect stop for a quick breakfast, lunch or dinner.

Café 100 (located in Village Square)

This café is an inviting gourmet café experience offering a barista station, fresh fruit smoothies and breakfast sandwiches. Daily lunch and dinner specials feature cooking display action stations, chef specials, grab n' go sandwiches and Chef designed salads.

Kathryn's on the Square (located in Village Square)

This upscale destination is open for lunch and dinner. This Farm to Table venue includes Chef Specials that change weekly and focus on offering fresh, locally sourced ingredients prepared by our talented culinary team.

The following locations are available for your enjoyment:

Paxton Street Coffee and Gift Shop (Village Commons)

Paxton Street is open from 9:00 am to 3:00 pm Monday through Friday and 9:00 am to 10:30 am on Saturday.

Bailey Street and Country Store (Village Center)

Bailey Street is open from 7:30 am to 3:00 pm Monday through Friday for coffee, bagels, soft pretzels, etc.

Fiscal Services

Fiscal Services staff operates the business office located on the ground level of the Village Center. They handle accounting, bookkeeping and billing. Fiscal Services staff assists residents by preparing monthly bills and receiving payments, assisting with medical insurance claims. Fiscal Services will also assist with Medical Assistance and benevolent applications as well as PACE and PACENET applications. The Fiscal Services number is 717-790-8220.

Gift Development

The Gift Development Office periodically invites residents and friends to make charitable gifts to Messiah Village, including memorial gifts, annual appeals, and estate and bequest gifts. Messiah is a ministry and uses these gifts to further its mission. Gifts to strengthen the Endowment Fund for benevolent care are important, as are gifts to support various projects and programs on campus. We hope you will consider making a gift when asked. And if you

would like information on gifting or including Messiah in your estate planning, please call 717-795-5579 for a confidential consultation.

Home Care

See section titled "At Home."

Housekeeping and Laundry

The Housekeeping and Laundry phone number for the Village Center is 717-697-4666. For more information, see "Campus Services."

Human Resources

The Human Resources Department coordinates such things as:

- Benefits/Compensation
- Recruitment/Hiring
- Training/Development
- Employee Relations
- Employee Record Keeping
- Employee Retention
- Employee Motivation & Morale

The Human Resources Department can be reached at 717-790-8228.

Long-term Care Insurance Counselor

Messiah Village understands residents may need up-to-date information on Medicare supplemental insurance, long-term care policies and related insurance questions. A licensed insurance agent, who can be reached at 717-580-2430, is available on Thursday between the hours of 9:00 a.m. and 1:00 p.m. and by appointment to answer your insurance questions.

Pastoral Ministries

Pastoral Ministries is responsible for coordinating all religious activities. The pastors and chaplains provide spiritual care with residents as needed and when they are hospitalized and are available for counseling. Pastoral Ministries can be reached at 717-790-8221.

Physician Services

Residents in Enhanced Living have the right to choose their physician. Please speak with your neighborhood social worker to learn more and to request a list of credentialed physicians serving the Messiah Village campus.

Internists of Central PA come to campus during certain hours. The physician office provides services to Enhanced Living, Nursing, and Residential Living residents. If interested in becoming a new patient, please call 717-697-3431 to schedule an appointment.

Psychiatrist

Services are available by referral only. Call Social Services Coordinator at 717-591-7205 to set up an appointment or contact the Charge Nurse who will make arrangements for in-house visiting.

Psychologists

Services are available by calling the clinic at 717-790-8232 or by contacting the Charge Nurse. The psychologists bill for the services they provide, separate from the Messiah Village monthly charges.

Rehabilitation

Messiah Lifeways offers speech, occupational and physical therapy when ordered by a physician. Both inpatient and outpatient rehabilitation services are available to all residents as well as community members. For more information, please call 717-697-4666 Extension 6225.

Safety and Security

To contact the Safety Manager, call 717-697-4666, Extension 7696.

Social Services

Social Services personnel work with residents and families to improve and maintain social, emotional and physical health for residents in the Village Center. To reach one of the social workers, call 717-697-4666 and request to speak with a social worker in the corresponding level of living.

Volunteers

Messiah Village volunteers are a vital part of our team. They serve with respect, confidentiality, enthusiasm, creativity and love. We offer a wide variety of volunteer opportunities that offer personal enrichment and help to enhance the quality of life for our residents and clients. If you would like to learn more about what our volunteers do or if you're interested in joining this outstanding team, contact the Volunteer Office at 717-790-8203.

Welcome Center

Main

This office provides information to prospective Nursing and Enhanced Living residents and processes applications for these types of living arrangements offered at Messiah Village. As accommodations become available, Welcome Center staff assists those applicants in moving to the Village. The phone number is 717-790-8201.

RL Welcome Center

This office provides information to prospective Residential Living residents considering cottage or apartment living. As accommodations become available staff assist those applicants in moving to the Village. The phone number is 717-591-7215.

LEVELS OF LIVING

Residential Living

Residential Living cottages and apartments provide an ideal living arrangement for active and independent persons. Please contact the Residential Living Administrator at 717-790-8223 for additional information.

Enhanced Living

Enhanced Living at Messiah Village provides the convenience and security of retirement living in a private accommodation while receiving support with bi-weekly housekeeping, linen and towel service, plus three meals a day, activities, and a 24-hour emergency call system. Heating, air conditioning, electricity and cable TV are included.

Service Packages

The following service packages are available in Enhanced Living at Messiah Village:

Personal Support Package

This includes weekly housekeeping and minimal assistance with activities of daily living, linen and towel service plus personal laundry service, and medication monitoring.

Health Support Package

This package is designed for individuals who require additional assistance with activities of daily living (such as physical assistance with dressing, incontinency management, and grooming) as well as ambulation assistance. Staff provides medication administration, health checks at regular intervals, and/or routine communication and oversight from consulting physicians for acute/chronic medical conditions.

This package also includes weekly housekeeping and assistance with activities of daily living, linen and towel service plus personal laundry service, medication monitoring, medical coordination and supervisory care.

Memory Support Package

This package is especially designed for individuals with Alzheimer's and other types of cognitive and or memory impairment. This package provides a secure environment with assistance with daily care needs as well as verbal directing and behavioral interventions for residents with mild memory impairing conditions.

This package also includes weekly housekeeping and assistance activities of daily living, linen and towel service plus personal laundry service, and medication monitoring.

Nursing Care

Messiah Village Nursing Care honors each resident as an individual, and works to find ways for the resident experience to be purposeful and meaningful for both the resident and their family. Each day we strive to create an environment where our residents can decide for themselves the following: “What do I want to eat today, what do I want to do today and who do I want to do it with?”

Nursing Care consists of six distinct nursing neighborhoods where residents are at home. These Neighborhoods offer everything from short-term nursing and rehabilitative services, to opportunities to continue to live a life of choice, to extended care for ongoing health concerns, to memory and end-of-life care with round-the-clock services. Furthermore, emergency care is available at any hour.

Residents living in any nursing neighborhood are a vital part of our beautiful 80-acre community, and all amenities are available to the residents and their families, including the pool, fitness room, pond and pavilion, art studio, chapel, beauty salon, barber shop, rehab gym, and community room. Whatever the residents’ abilities, the Nursing Care team will work with them so they can continue to live a Life. Embraced. To contact the Administrator, call 717-790-8229, and call 717-591-7207 for the Director of Nursing.

Wagner Transitional Care

Persons coming from the hospital who plan to return home or receive rehabilitative services typically come to transitional care. Their stay is usually covered by Medicare or private insurance, such as an HMO. All nursing neighborhoods are Medicare certified and can accommodate someone desiring a short term stay when there is limited bed availability in Wagner.

Asper Special Care Neighborhood

Persons with Alzheimer's disease and other dementias can receive care from a staff specially trained to care for persons with this disease. This neighborhood was designed and programmed especially for the care of persons with dementia who may also have a need for nursing care.

LEVEL OF LIVING INFORMATION

Address

Your new postal address (for Nittany and Hopewell Residents)

Your Name
Room Number - Messiah Circle
Mechanicsburg, PA 17055

Example:
Mrs. Jane Doe
Rm. 236 - Messiah Circle
Mechanicsburg, PA 17055

Your new postal address (for Laurel Residents)

Your Name & Room Number
222 Messiah Circle
Mechanicsburg, PA 17055-8619

Example:
Mrs. Jane Doe - Rm. 236
222 Messiah Circle
Mechanicsburg, PA 17055-8619

Admission/Transfer Policy

Each resident will be evaluated prior to admission, annually, and upon a change in overall status/functioning.

Each resident is evaluated on the basis of their capabilities to care for themselves.

There are regular checks of all residential living areas to ensure that proper standards of personal and room cleanliness are achieved. Any changes that must be made will be done with a concern for the resident's well-being and for the well-being of the resident population as a whole. A resident's personal wishes will be followed in accommodations and furnishings, within regulations and safety guidelines. The Admissions Committee, in consultation with the resident, the doctor, and the family, may recommend a level of care change. Some of the criteria considered in making this determination are as follows:

- Is resident in danger of jeopardizing their own health by continuing to live in some accommodations?
- Is resident interfering with the well-being or safety of those around them?

Advanced Directives

Advanced Directives provide clear, concise documentation of directions for care if, due to health problems, a resident can no longer make decisions. The Advanced Directives form is available through the Welcome Center or your social worker. Complete the form, have your doctor sign it, and return it to Messiah Village to become part of your health record.

It is recommended that you review your Advanced Directives at least yearly to ensure it reflects your care wishes. It is also important to remember that you can change your directive at any time.

Alcohol

There is to be no drinking of alcoholic beverages by residents of Enhanced Living while on the campus of Messiah Village. Please refer to BYOB policy (1021) for further information regarding alcohol consumption in the dining venues on campus.

Ambulance Membership

The West Shore Emergency Medical Services (WSEMS) offers yearly membership for a modest fee. The membership covers emergency transportation as well as advanced life support. If the member has insurance such as Medicare, Blue Cross, Blue Shield, etc., emergency transportation will be billed to that insurance company. However, any charges not covered by insurance, such as paramedic charges, are part of the membership and will not be billed to the member. Non-emergency transportation is billed separately and is not considered part of the membership dues, although a discount is given by WSEMS to residents of the Village. All invoices for non-emergency transportation are sent directly by WSEMS to the Fiscal Services Department and will appear on the monthly Messiah Village statement. A copy of the current year membership package is available by contacting Fiscal Services at 717-790-8220.

Announcements

Daily announcements are broadcast Monday through Friday on MVTV, channel 956, at 8:40 a.m. Announcements are displayed throughout the day on MVTV.

At Home Services

Messiah Lifeways At Home provides a broad range of personal, home and technology solutions to provide the support you need in the comfort of your home. Anyone 55 and better living in the greater Harrisburg area can enjoy the benefits of Messiah Lifeways At Home. Our insured and bonded team members are available 24 hours a day, seven days a week—including holidays. Whether you need assistance just a few hours, a whole day, or every day, the reliable at home team is here to provide solutions.

Personal solutions

- Companionship - conversations, activities, and socialization
- Private duty, one-on-one care
- Transportation and accompaniment to appointments
- Providing relief for family caregivers
- Assistance with exercise programs
- Assistance with bathing, dressing, and personal hygiene
- Medication reminders and monitoring diet, fluid intake, and hydration
- Massage therapy

Home solutions

- Non-skilled maintenance including changing light bulbs, lawn care and more
- Housekeeping including laundry, ironing, dusting, vacuuming, and cleaning

- Pet and plant care
- Home organization and special cleanup projects
- Assistance with paying bills, writing letters, etc.

Technology solutions

- Phillips Lifeline Emergency 24-hour call system
- Medication assistance via the Phillips Personal Medication Dispensing (PMD) system
- Technology/computer support — basic training

Contact the At Home Office at 790-8209 between 7:30 a.m. and 3:30 p.m., Monday through Friday with questions.

Attorneys

The firm of Brinser and Wagner has an office located in the Village Commons building. Office hours are Tuesday from 10 a.m. to 3 p.m. They can be reached at 717-795-1737 or 717-838-6348 for an appointment.

Automobile Identification

Residents are asked to provide the make, model, color, and license number of their automobile. This assists staff in contacting you if your car lights were not turned off or your car needs to be moved for some reason. If you desire, Campus Services can assist you with snow removal from your vehicle and surrounding parking lot area. To register your car and/or to request this service, you will need to complete a release of liability form. Contact your social worker to complete a waiver and/or register your vehicle.

Automobile Use

Residents driving on campus must have a valid driver's license, car registration and car insurance, and maintain the 20-mph speed limit.

Auxiliary

The Messiah Village Auxiliary assists the Village by encouraging volunteerism and contributing funds to the Endowment Fund and to Village projects. The Auxiliary operates Katie’s Corner Gift Shop, Paxton Street, Bailey Street, and the Country Stores. It also coordinates the clothing sales and the quilt sales. Membership in the Auxiliary is open to everyone, including residents. To become a member, contact the Volunteer Office at 717-790-8203.

Bank

PNC Bank operates a full-service branch in the Village Commons. Banking hours are Monday through Friday 10:00 a.m. to 2:00 p.m. Safe deposit boxes are available. An automatic teller machine (ATM) is available in the Village Commons. The bank phone number is 717-691-4090.

Beauty/Barber Shop

See Salon.

Behavior Policy

Residents are expected to maintain Messiah Lifeways' standards of honesty, integrity and professional excellence every day. Honoring our core values are an important part of our heritage and are expectations for residents and team members. They include acting courageously, living responsibly, deciding collaboratively, speaking kindly and loving generously. To maintain an ethical and comfortable living and work environment, residents must:

- a. Behave considerately and use respectful communication at all times (no profanity);
- b. Refrain from any form of sexual harassment or violence;
- c. Treat all fellow residents and Messiah Lifeways team members with equal respect, regardless of their national origin, race, color, religion, sexual orientation, age, gender identity, or disability.

It is our policy that all residents and team members should be able to enjoy a living and work environment free from harassment and discrimination by team members, management, residents, vendors or visitors. It is the intention of Messiah Lifeways to make our community an enjoyable place to live and work for all. Residents are expected to maintain sobriety and display appropriate behaviors while in the common spaces of the campus. Should behavior concerns arise with an identified Resident, the behavior should be immediately reported to Administrator. Administration will actively seek to identify areas of concern and take appropriate action.

Building Security

The doors within the main lobby of the Village Center are locked each night at 7:00 p.m. To gain access to the building after 7:00 p.m., you must use the two-way intercom system located in the foyers to speak with Resident & Guest Services.

Bed Hold Policy

If a resident is transferred to Nursing Care or another health care provider, Enhanced Living will hold the bed according to the Schedule of Rates sheet.

Bulletin Boards

Bulletin Boards that provide important information for our residents are located throughout the building. Residents are encouraged to review this information on a regular basis. There are three main boards that pertain to Enhanced Living, and they are located in the Laurel Main Neighborhood (at the entrance), in the Nittany Neighborhood (in the hallway near the entrance

to the Harvest Dining Room), and in the Hopewell Neighborhood (at the Messiah Circle entrance).

Chaplains

Chaplains are available to anyone desiring a pastoral visit. To contact a Chaplain, phone Resident & Guest Services at 717-697-4666. Chaplains also visit residents who are hospitalized.

Child Day Care

U-GRO is a separate corporation with facilities at Messiah Village. This intergenerational child day-care program is located on the lower level of the Village Chapel. Residents are encouraged to share in the program by volunteering their services on a regular or occasional basis. For more information, please call 717-697-4666 and request to be connected to U-GRO's program director.

Church Services

All residents are invited to attend religious services in the Chapel regardless of denomination affiliation. Dual membership is available to residents wanting to retain membership in their home church yet wanting to identify with the Village Church. Worship Services are held Sunday at 10:30 a.m. with Sunday School at 9:30 a.m. Special hearing devices for the hearing impaired are available upon request.

Services can also be seen on MVTV.

Contact in Case of Emergency

Each resident is asked to provide a first and second person to contact in case of serious illness, accident, or death. Please notify your social worker if you need to change the person to contact or if you have a new address or phone number for the contact person. Due to recent regulations related to maintaining the privacy of your medical information, such information will only be released to those who are legally permitted to receive it or those whom you personally authorize or appoint.

Contributions

Charitable giving is a vital part of Messiah Village's non-profit ministry. The Endowment Fund for Benevolent Care is a safety net that assists residents who have depleted their financial resources. The need for assistance is growing; therefore, the Endowment Fund needs to increase. We are only able to maintain our legacy of compassionate care because people invest in this important fund.

Messiah Village appreciates all contributions to help grow the Endowment Fund. Gifts of cash, stocks, securities, etc. can be used to fund donations. Another tradition at the Village is to make tribute gifts in memory of loved ones. Residents or family members may also name Messiah

Village in their will. Charitable gift annuities provide income to the donor while supporting the Village's ministry. The Village has several donor recognition societies including the 1896 Society, the Circle of Friends, and the Founders Society. To learn more about how one acquires membership, please contact the Gift Development Office.

The Gift Development Office staff welcomes the opportunity, without obligation, to help residents and friends of Messiah Village consider how to best match their financial planning with their charitable giving interests. Confidential inquiries may be arranged by appointment. For more information, please call 717-795-5579.

Devotions

Daily devotions are broadcast Monday through Friday on MVTV immediately after the 8:40 a.m. daily announcements.

Electrical Items in Residents' Rooms

Messiah Village encourages you to bring personal furniture into your room. Please inform your Social Worker of all electrical items that are brought in. The maintenance department will inspect these items to ensure that they are safe and free from electrical hazards. A preventive maintenance inspection occurs which will identify any hazards. In a hazardous situation, Messiah Village will secure any unsafe items and resident/family will be notified.

Emergencies

- If you should encounter a medical emergency immediately use your call bell or personal pendant.
- Please use your call bell or personal pendant any time of day or night to alert staff of any questionable activity. Security and maintenance personnel will investigate and take any necessary action.
- If you should discover a fire in your room:

LEAVE YOUR ACCOMODATION CLOSING THE DOOR BEHIND YOU AND PULL THE FIRE ALARM IN THE HALLWAY.

Please contact the Village Center Guest Services at 717-697-4666 any time of the day or night to report any questionable activity. Security or Maintenance personnel will investigate and take any necessary action.

Food Storage in Room

To prevent insects from infesting rooms, residents are asked to store any food they may have in either the refrigerator available on the neighborhood or an airtight container. For refrigerated items, please label and write your name and the date on each item.

Funeral Home

Residents are asked to provide the name of a funeral home and a place of burial so timely arrangements can take place in case of death. Inform your social worker of any change in funeral home or place of burial.

Gift Shops

The Messiah Village Auxiliary operates the Paxton Street Coffee and Gift Shop in the Village Commons as well as Bailey Street Coffee Shop, a Country Store and a Gift Shop in the Village Center. Shop hours are as follows:

Paxton Street Coffee and Gift Shop: Monday through Friday 9:00 am to 3:00 pm
9:00 a.m. to 10:30 a.m. Saturday

Bailey Street Coffee Shop: 7:30 a.m. to 3:00 p.m. Monday through Friday
9:00 a.m. to 12:00 p.m. Saturday

Gift Shop: 10:00 a.m. to 4:00 p.m. Monday through Saturday

Country Store: 7:30 am to 3:00 p.m. Monday through Friday
9:00 a.m. to 12:00 noon Saturday

All shop profits are used by the Auxiliary for the betterment of the Village and its program.

Going Away

If you are going to leave the Village grounds for the day or part of the day, you are asked to please sign out. This promotes better accountability in the event of a fire drill or other emergency. If absence is going to be for an extended period of time, please notify the Enhanced Living team.

Residents living in Nittany Neighborhood sign out in the book at the Lower Level entrance Bailey Street Café or the main level at the elevators. Residents living in Laurel Neighborhoods sign out near the Nurse's Office. Residents living in Hopewell sign out near the Nurse's office.

Gratuities

Team members are instructed not to accept monetary gifts from residents. Residents can show their appreciation to employees by contributing to the Team Members' Fund which is used for a team member Christmas gift at the end of the year. Residents are given an opportunity to give to this fund through the Residents' Council twice a year.

Grievance Procedure

Policies and administrative decisions are made with consideration given to the impact on the individuals involved and on the other residents of the Village.

If a situation cannot be resolved through ordinary channels a resident may formally file a grievance with the assurance there will be no reprisals. Please reference the Enhanced Living Grievance Procedure Attachment provided with your Enhanced Living Agreement.

Guest Accommodations

Two guest rooms, located in the Tuscarora apartment building, are available for guests that are visiting you. One room has a queen-size bed, full bath, microwave, small refrigerator and coffee pot, while the other room has two twin beds, a full bath, small refrigerator and coffee pot. Both rooms can accommodate an additional guest with a cot. There is a maximum stay of two weeks. A flat fee per night is charged to the resident or guest reserving the accommodations. Reservations can be made by contacting Village Commons Resident & Guest Services at 717-790-8213.

Hanging Pictures

If you wish to have a picture hung in your room, please contact staff and arrangements will be made to accommodate your request through maintenance.

Health Insurance

Residents are required to carry and pay for Medicare A and B or the equivalent and insurance to supplement Medicare. If at any time your insurance changes, please notify Fiscal Services at 717-790-8220 and provide a copy of your new cards. Residents are encouraged, but not required, to carry long-term care insurance.

Health Services

Alzheimer's Support Group

Meeting of persons caring for someone with Alzheimer's disease or some form of dementia. No fee.

Audiologist

Hearing Assessments. Hearing Aide Repair, fee-for-service.

Dentistry

Dentistry service. Fee-for-service.

Ophthalmologist

Ophthalmology service. Fee-for-service.

Optician

Optical service. Fee-for-service.

Physician

Physician service. Fee-for-service.

Podiatrist

Podiatry service. Fee-for-service.

Psychiatrist

Psychiatrist consultations. Fee-for-service.

Psychologist

Psychological consultations. Fee-for-service.

Home Care (see At Home Services)***Hospitalization***

If you are transferred to a hospital, your accommodation will be held for your return unless you or your Power of Attorney indicates otherwise.

Housekeeping

Residents' rooms will be cleaned by the Housekeeping Staff weekly or bi-weekly depending on your level of care and service agreement. This service does not include the cleaning of stoves, refrigerators, or kitchen sinks.

A spill that requires immediate attention can be reported to the staff.

House Rules for Enhanced Living

1. Normal business hours are from 8:00 a.m. to 4:00 p.m. Monday through Friday.
2. Firearms are not permitted in the Enhanced Living Accommodations.
3. Pets are permitted if properly contained and resident has ability to care for without assistance of Messiah Village staff.
4. Messiah Village is a smoke-free environment. Smoking is not permitted anywhere or at any time by either residents or their visitors.
5. When a resident intends to leave the campus, they agree to sign out and to sign in upon return. (Residents residing within Laurel Neighborhood **are required** to sign out and sign in when leaving the floor.) If the resident will be off campus over a time when they would receive medications, they are to notify the nurse in advance so arrangements can be made for them to receive those medications. If a resident will not be returning to the campus for

the night, the resident will notify the nurse so appropriate medication can be sent with the resident.

6. Residents are free to receive visitors from 9:00 a.m. to 9:00 p.m., seven days a week.
7. Arranging for the installation of a personal telephone in the resident's room is the responsibility of the resident. The resident is responsible for payment of all phone charges, including long distance calls.
8. To ensure safety in the event of a fire or other emergency, residents and their visitors are required to participate in all fire drills.
9. It is advised that residents execute a durable Power of Attorney to act on the resident's behalf. A copy of the Power of Attorney shall be given to Messiah Village to be placed in the resident's file.
10. Solicitation or distribution of literature is not permitted at Messiah Village without approval. This includes selling products of any kind and distribution of printed material of any type.
11. The speed limit on all Messiah Village roadways is 20 miles per hour.

Keys

Nittany & Hopewell Buildings - Upon admission residents are given two keys. The larger key is the room key. The other key is for the mailbox, which is located on the lower level near Bailey Street. The mailbox number is the same as the room number. Should a key be lost, these keys will be replaced for a fee. Residents may also request a FOB which will assist with opening doors at the Lower Level of Nittany (Bailey Street) or Hopewell entrance. Residents in Nittany & Hopewell may request one additional room key to be duplicated, per resident. Residents must sign a form regarding the duplication request and there will be a fee.

Laurel Building - Upon admission all residents will receive a room key if desired.

If keys are lost, there will be lock changing expenses charged to the resident. When the room is vacated, please return all keys to your social worker. Please leave your emergency pendant in your room at the call box.

If for some reason you would require additional locks or for locks to be changed, it is important to receive prior approval from the Maintenance Department. A copy of all keys is maintained by the Maintenance Department in a locked key cabinet for access in emergency situations. Please call Maintenance at 717-790-8210 if you have questions. Recognizing the importance of safety and accountability measures, keys and FOBs are issued to residents only. For visitors not entering through the main lobby, we have installed two-way intercom systems at other entrances so access can be gained from 7 am through 7 pm, through communication with Village Center Resident & Guest Services.

Laundry

Linens and Towels - The Village Laundry Staff will launder bed linens and personal laundry depending on your service agreement. Please refer to your Enhanced Living Assessment for details on what services your care includes. **Basic Service Residents** should take dirty linens to the lower level of Nittany and Hopewell for cleaning and pick up clean linen in the clean linen room on the lower level of the Nittany and Hopewell Building. Residents receiving **Personal Support Package, Respite, Memory Support Package, and Health Support Package** will have the linens picked up and returned to their rooms.

Personal Clothing - For your convenience, the 1st and 3rd floor in the Nittany Building has a laundry room equipped with a washer, dryer, iron and ironing board. Hopewell has a laundry area on the lower level as well.

Residents receiving Personal Support Package, Memory Support Package, and Health Support Package will have all personal laundry done by Messiah Village unless arrangements are made to do otherwise. They will have laundry picked up and delivered to their room by staff.

Ironing - The Laundry Staff does no ironing. Residents may use the irons located in each personal laundry room if they desire to iron their laundry.

Identification Tags - All personal clothing items and all linens need to be properly marked with resident's first and last name with a laundry marker. ID tags are provided by Messiah Village. Housekeeping staff will visit shortly after arrival to collect articles for marking. Clothing brought in the future should also be marked in the above way (i.e. Christmas, birthday, etc.).

Clothing and other laundry items bearing no identification are kept in the laundry area for a period of three months and, if not claimed, will be donated for the clothing sale. Please check with the staff if you lose laundry.

Dry-Cleaning - Provisions are made for pick-up and delivery of items to be dry-cleaned. Items to be cleaned should be given to Housekeeping Staff. There is a charge for dry-cleaning.

Library

The Village Library is located in the lower level of Nittany Neighborhood, in Bailey Street. Books and current magazines are available for resident use.

All residents are welcome to use the Library. Additional books are available on each floor of the Tuscarora and Allegheny Apartments for your interest and enjoyment.

Lost and Found

Should you find something that doesn't belong to you, please give it to Resident & Guest Services in the Village Center or your Social Worker. If you have lost something, report the loss to the Clinical Nurse Manager, Health Information Assistant, or Social Worker who will initiate a search and check to see if it has been found.

Mail

Letters

Outgoing mail or mail to residents within the Village can be deposited at Village Center Resident & Guest Services or in a slot in the Mail Room door on lower level of Nittany Neighborhood. Out-going mail is picked up at 9:00 a.m.

Nittany and Hopewell Buildings - Resident mail is delivered Monday through Friday, to the mailboxes in the lower level lounge.

Personal Support Package and Health Support Package residents in Nittany may make special arrangements for mail to be delivered to their room but are encouraged to pick up mail in their mailbox on the lower level if able.

Residents residing within Laurel Neighborhood will have their mail delivered Monday through Friday, directly to the resident's room, in the afternoon. Volunteers or activity staff can assist you with writing or reading letters.

Maintenance

Maintenance Staff is on duty between 7:30 a.m. and 4:00 p.m. Monday through Friday. If there are any emergency problems on the off hours, contact Resident & Guest Services.

If you wish to contact the Maintenance Department to assist in any maintenance problems, call 717-790-8210.

The Maintenance Department is responsible to maintain and repair all Messiah Village property, equipment, and furnishings. Maintenance Staff is also available for repair of resident's personal furnishings and equipment with some exclusions. This can be done electronically through the use of a work order request or by making the Heath Information Assistant aware of your need. Charges will be added to the resident's bill.

Meals

Nittany Neighborhood - Dining Services provides three meals a day in the Harvest Dining Rooms. A selection of entrees, starches, vegetables, salads, and desserts is provided. In addition, there is the "Always Available" menu items and a "Weekly Feature." Please refer to your menu or your server for further details.

Breakfast	7:15 a.m. to 8:15 a.m.
Noon Meal	11:30 a.m. to 12:30 p.m.
Evening Meal	4:30 p.m. to 5:30 p.m.

If you prefer to dine outside of the scheduled breakfast time, there is a continental breakfast available to residents not eating in the Harvest Dining Room. This breakfast is available on the second floor of Nittany in the Lounge area every day from 7:00 a.m. to 9:30 a.m.

Laurel Neighborhood & Hopewell Neighborhood- Dining Services provides three meals a day in the Laurel & Asbury Dining Rooms. All three meals are served by waiters and waitresses in the dining room located on each level. A selection of entrees, starches, vegetables, salads, and desserts is provided. In addition, there is the “Always Available” menu items and a “Weekly Feature.” Please refer to your menu or your server for further details. Meal times are as follows:

Breakfast	8:00 a.m. to 9:00 a.m.
Noon Meal	12:00 p.m. to 1:00 p.m.
Evening Meal	5:00 p.m. to 6:00 p.m.

If you prefer to dine outside of the scheduled breakfast time, you may take advantage of the expanded meal time and select from an assortment of breakfast items. This expanded meal time is available in your dining room from 7:30 a.m. to 10:00 a.m.

General Information - If you need varied meal times for your noon and/or evening meal, you may choose to dine in the Evergreen Cafe. The Cafe is open from 11:00 a.m. to 5:30 p.m. If you wish to entertain family or guests you may reserve a table in the Evergreen Café by contacting Dining Services at 717-790-8205.

The Fireside Café & Grille is also available as a dining option. It is open Monday through Saturday 11:00 a.m. to 6:00 p.m. and Sunday 7:00 a.m. to 2:00 p.m.

Meals purchased at these additional dining venues (Evergreen Café, Fireside Café & Grille, etc.) are not part of the daily rate for Nursing residents but can be purchased by the resident on an a la carte basis.

Special Diets - When a resident's physician recommends a therapeutic diet, a meal will be provided as outlined by the physician's order.

Medications and Refusals

Messiah Village utilizes Alert Pharmacy. Medications are packaged in blister packs for uniformity. This consistent method supports residents' health and welfare. Residents who receive assistance with medications are free to utilize other pharmacies if the pharmacies are able to package medications in the manner that is consistent with Alert Pharmacy (blister packs). All residents on Coumadin therapy are required to use the blister pack system for the packaging of Coumadin. This specific medication can be changed frequency, and is monitored closely by the staff. We will gladly discuss medication guidelines and how they relate to residents who receive benefits thru mail order or Veterans Administration.

*A resident has the right to question and/or refuse a medication if he/she believes that there may be a medication error.

Motorized Mobility Devices

Messiah Village respects the autonomy of residents and recognizes that self-mobility complements that. It is the resident's privilege to operate an electric motorized cart on

campus. There is no coverage provided by the Village for any theft, damage or personal injury. The safety of all motorists and pedestrians on campus is of great concern to the Messiah Village Administration and Safety Personnel. In order to make the Messiah Village campus safe, please adhere to the following guidelines when using a motorized mobility device.

- Operating your device at a **safe speed** allows for quicker stops, easier maneuverability around obstacles, and greater control of the device.
- All devices must be operated **with the flow of traffic**, if operating on the streets and not on the sidewalks.
- It is not recommended that devices be operated outside of any building on campus before sunrise or after dusk.
- Those who plan to take devices outside should consider the following options:
 - a. Reflectors
 - b. Bright flag on a pole
 - c. Front light to aid in night vision
- Caution should be used when operating devices on the sidewalks. Courtesy should be extended to those walking on the sidewalks at all times. **Slow down or stop to allow pedestrians to pass safely.**
- **Use caution at sidewalk ramp areas** to prevent loss of control or even tipping.
- **Only cross at crosswalks.** Never drive onto the street without first obtaining safe passage. Be sure motorists yield for you to cross the street.
- **Operate** your device on the **right side of a hall** corridor when inside a building.
- **Use caution when entering or exiting elevators, nearing intersection and corners.**

Newsletter

A newsletter, *Messiah Lifeways Magazine*, is distributed to residents, their families, and persons interested in Messiah Lifeways. This newsletter is published semi-annually by the Marketing and Communication Department. The Messiah Lifeways Preview Guide is also distributed semi-annually. This publication promotes Messiah Lifeways' services and upcoming workshops and events.

Newspapers

A copy of the Harrisburg *Patriot* newspaper can be found in the resident lounges. Residents may read the paper in the lounge but we request that the newspaper not be removed from the lounge. Residents who wish to purchase a copy of the newspaper may do so by going to the Resident & Guest Services desk. Subscriptions can be established by contacting Fiscal Services at 717-790-8220. The subscription cost is the resident's responsibility.

Non-Discrimination Policy

Admissions, the provision of services and referrals of residents shall be made without regard to race, color, national origin, ancestry, sex, age, disability or religious creed.

Any resident (and/or their responsible party) who believes they have been discriminated against may file a complaint of discrimination with:

Messiah Lifeways at Messiah Village
100 Mt. Allen Drive
Mechanicsburg, PA 17055
(717) 697-4666

U. S. Department of Health and Human Services
Office for Civil Rights
Suite 372, Public Ledger Building
150 South Independence Mall West
Philadelphia, PA 19106-9111

Department of Public Welfare
Bureau of Equal Opportunity
Room 223, Health & Welfare Building
P. O. Box 2675
Harrisburg, PA 17105

Pennsylvania Human Relations Commission
Harrisburg Regional Office
Riverfront Office Center
1101 S. Front St., 5th Floor
Harrisburg, PA 17104

Ombudsman

An ombudsman is a resource and problem solver who is concerned with protecting the rights of older Pennsylvanians by answering questions, investigating complaints, and resolving problems. All communications with the ombudsman are confidential. To contact your ombudsman, you may telephone 717-240-6110 or write to:

Ombudsman
Cumberland County Office of Aging
Human Services Building, 16 West High Street
Carlisle, PA 17013-2922

Parking

Residents of Enhanced Living are asked to park in the lot nearest the Enhanced Living Entrance.

Pets

Please see "House Rules" for Enhanced Living.

Physical Exams

All Enhanced Living Residents are required to have a physical examination at admission and minimally every year thereafter.

Physician Services

Enhanced Living Residents are welcome to choose any physician. If you are changing physicians it may be helpful to select a physician who sees residents in Nursing Care. This eliminates the need to change physicians should a Nursing Care stay become necessary. A list of physicians visiting the facility is available through your Social Worker.

Power of Attorney

We require a copy of the Durable Power of Attorney(s) in the event that you become unable to make your own medical/financial decisions. Married couples are encouraged not to appoint each other solely as their Power of Attorney, and naming a successor Power of Attorney is highly recommended.

Private Employment of Village Employees

It is not permissible for Village employees to privately negotiate with residents for the purpose of providing services which are currently offered by Messiah Lifeways.

Resident & Guest Services

Resident & Guest Services is located at the Village Center Main Entrance and the Village Commons. The Village Center Guest Services Desk is staffed 24 hours a day, 7 days a week. The phone number is 717-697-4666.

Recreation

Some of the recreational facilities available to residents and their guests are listed below:

Art Studio

Many residents enjoy this form of artistic expression. The studio is located in the lower level of the Nittany Building.

Computers

Computers are available for resident use on the main floor of the Nittany Neighborhood and in the Laurel Neighborhoods. Residents are welcome to have personal computers in their accommodations.

Exercise Equipment

Stationary bicycles and other exercise equipment are available at the Village Square Fitness Studio. An orientation is required before operating the equipment. Enhanced Living residents interested in using the exercise equipment must complete an application which includes physician authorization.

Nature Trail

A nature trail through a wooded area along the creek begins and ends on the northeast side of the pond.

Picnic Pavilion

The picnic pavilion, located near the pond, can be reserved by residents. To reserve the pavilion, call the Village Center Guest Services desk and ask for room reservations.

Pond

The pond is available for your enjoyment. Residents and family (accompanied by resident) are welcome to fish in the pond. When fishing, use only barbless hooks.

Swimming Pool

An indoor swimming pool and whirlpool are located in the Village Square Center for Vitality & Wellness. Aquacises and lap swimming are some of the activities you can pursue in the pool area. Enhanced Living residents interested in using the swimming pool must complete an application which includes physician authorization.

Relinquishment of Room and Removal of Furnishings

Resident's personal property should be claimed or removed within twenty-four (24) hours of a Resident's permanent transfer or discharge. Please refer to Section 14.2 and 14.3 of the Enhanced Living Admission Agreement for further explanation. You may also refer to the Schedule of Rates for the applicable room rate and storage fee. An accommodation will be considered released when the keys and FOB are turned into the Social Work Coordinator.

Residents' Council

Residents' Council is comprised of all Village residents. This group generally meets the fourth Monday of every other month at 2:00 pm in the Chapel in the Village Center. This is a time for residents to communicate their concerns and questions regarding Village life. The management is invited to present information of interest to residents. The Residents' Council Executive Board, a group elected by residents of the Village, meets ten days prior to each resident meeting. Other Committees of Residents' Council include:

- Bylaws Committee
- Food Committee
- Garden and Flower Committee
- Helping Hands Committee
- Hobbies Committee
- Nominating Committee
- Welcoming Committee for New Residents
- Quality of Life Committee

If you are unable to attend the meeting, it is televised Village wide on Channel 956

Resident Directory

A directory with name, phone number, and address of each Messiah Village resident is published annually.

Residents' Rights

Personal Care residents have the following rights in Pennsylvania:

- A resident may not be discriminated against because of race, color, religious creed, disability, handicap, ancestry, sexual orientation, national origin, age or sex.
- A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.
- A resident shall be treated with dignity and respect.

- A resident shall be informed of the rules of the home and given 30 days written notice prior to the effective date of a new home rule.
- A resident shall have access to a telephone in the home to make calls in privacy. Non-toll calls shall be without charge to the resident
- A resident has the right to receive and send mail
- Outgoing mail may not be opened or read by staff persons unless the resident requests.
- Incoming mail may not be opened or read by staff persons unless upon the request of the resident or the resident's designated person.
- A resident has the right to communicate privately with and access the local ombudsman.
- A resident has the right to practice the religion or faith of the resident's choice, or not to practice any religion or faith.
- A resident shall receive assistance in accessing health services.
- A resident shall receive assistance in obtaining and keeping clean, seasonal clothing.
- A resident has the right to access, review and request corrections to the resident's record.
- A resident has the right to furnish his room and purchase, receive, use and retain personal clothing and possessions.
- A resident has the right to leave and return to the home at times consistent with the home rules and the resident's support plan.
- A resident has the right to relocate and to request and receive assistance from the home in relocating to another facility.
- A resident has the right to freely associate, organize and communicate with others privately.
- A resident shall be free from restraints.
- A resident shall be compensated in accordance with State and Federal labor laws for labor performed on behalf of the home.
- A resident has the right to receive visitors for a minimum of 12 hours daily, 7 days per week.
- A resident has the right to privacy of self and possessions.
- A resident has the right to file complaints with any individual or agency and recommend changes in policies, home rules and services of the home without intimidation, retaliation or threat of discharge.
- A resident has the right to remain in the home, as long as it is operating with a license.
- A resident has the right to receive services contracted for in the resident-home contract.
- A resident has the right to use both the home's procedures and external procedures to appeal involuntary discharge.
- A resident has the right to a system to safeguard money and property.
- A resident has the right to choose his own health care providers.

Room Reservations

Many of the common areas including lounges, Fountain Room, Martin Conference Room, Compass Pointe Place, Community Room, Rooftop Library, and Galleria can be reserved by residents for private group functions.

Safe Deposit Boxes

Safe deposit boxes are available for rent at the PNC Bank located in the Village Commons.

Salon

Licensed beauticians provide services in three salons.

The Salon at Compass Pointe, located in the Village Center, provides hair care and limited nail services to all residents. The salon is equipped with a wheelchair lift that allows our stylists to provide services to residents who may be unable to sit in a stylist's chair. This salon is open Monday through Friday from 8:00 am to 4:30 pm. Appointments are highly encouraged. For more information or to schedule an appointment, please call 717-790-8211.

Village Commons Salon, located on the Terrace level of the Tuscarora building, provides hair care and limited nail services to all residents. This salon is open Tuesday through Saturday. Appointments are highly encouraged. For more information or to schedule an appointment, please call 717-790-8217.

Cerise Day Spa, located in Village Square, provides hair, nail and skin care services, massage therapy, facials and much more, and features a relaxation room. The spa is open Monday through Saturday. Appointments are highly encouraged. For more information or to schedule an appointment, please call 717-591-5591.

Security

Security personnel are on duty 24 hours a day including on weekends and holidays. Please contact Resident & Guest Services at 717-697-4666 any time of the day or night to report any questionable activity. Security personnel will investigate and take any necessary action.

Smoking

Messiah Village is a smoke free environment. There is to be no smoking by residents on Village property whether inside or outside a living area. Guests are not permitted to smoke inside or outside except in a car.

Solicitation

Solicitation or distribution of literature is not permitted at Messiah Village without approval. This includes selling products of any kind and distribution of printed material of any type.

Speed Limit

The speed limit on all Village roadways is 20 miles per hour.

Suggestion Box

Administration welcomes any suggestion you might have. Suggestion boxes at various locations within the Village Center.

Telephone Service

Verizon provides phone service to Messiah Village. The Village maintains all inside wiring so it is not necessary to buy the optional wire maintenance plan offered by Verizon.

Please obtain necessary paperwork from either the Welcome Center or Social Worker if establishing new phone service.

If a resident is having a problem with their telephone in their room, they should contact the Maintenance Department at 717-790-8210 and not the telephone company.

Television

Television sets have been placed in lounge areas for the viewing pleasure of those not having their own set. Each resident room in the Village Center has a cable ready outlet. If a resident needs assistance in hooking up a television, contact the Maintenance Department at 717-790-8210. Residents in the Nittany and Laurel Neighborhoods may hang a TV up to 48" on the wall in their room. A TV larger than 48" must be placed on a stand. Hopewell residents are not limited by the size of TV that is hung on the wall. Upgraded packages can be purchased individually through Comcast. Standard cable boxes and remotes should remain with the accommodation after a resident moves out.

Transportation

Scheduled transportation is provided on a weekly basis to area shopping centers. Transportation is also scheduled for various cultural events and day trips. See the weekly activities calendar for times and place of departure.

Transportation within the Village is provided through a shuttle service between the Village Commons and Village Center. To check the shuttle service schedule, contact the Village Center Guest Services desk at 717-697-4666.

Contact your neighborhood Health Information Assistant to schedule transportation. Transportation to appointments outside the Village is available for a fee.

Video Monitoring and Recording

The following areas are under video monitoring and recording in Enhanced Living: Village Center entrance (main lobby), Bailey Street entrance in Nittany, and the lower level of Nittany in the corridor where rooms 123-141 and door #4 are located.

Visitors

Visiting hours are between the hours of 9:00 a.m. and 9:00 pm. Visitors who arrive at the Village Center after 7:00 p.m. and before 7:00 a.m., may enter through the Main Entrance by Resident & Guest Services.

Residents with visitors staying overnight should make the Social Worker aware of their overnight visitor so we know who to account for in the event of a fire alarm.

Visitors, especially children, must always be accompanied by a resident when using common recreational or social areas.

Visitors are welcome to stay for meals at the Village Center. Groups wishing to stay for a meal are requested to notify the Neighborhood Dining Services at least one hour before mealtime.

Visitors may use the parking lot closest to the area where they are visiting.

Visitors should be aware that Messiah Village is a smoke free environment and smoking is not permitted in any building on the Messiah Village campus.

Volunteers

Residents and families are encouraged to volunteer time in an area of interest or ability. A wide range of volunteer opportunities are available. All who volunteer find a great deal of personal satisfaction in time spent enhancing the quality of someone's life. Contact the Volunteer department at 717-790-8203.

Weapons

No weapons of any kind (knives, guns, ammunition) may be kept in a resident's room or are permissible on the Messiah Village Campus. The no weapons policy is to ensure all residents' safety.

Welcome Center

This office provides information to prospective residents and processes applications for the various types of living arrangements offered at Messiah Village and promotes community based services and enrichment opportunities. As accommodations become available, Welcome Center staff assists those applicants in moving to the Village. The phone number is 717-790-8201.