

# Resident Handbook



## Residential Living



# **Resident Handbook\***

## **Residential 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 July 2017

# WELCOME, MISSION, AND CORE VALUES

## ***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

# ORGANIZATION

## ***Board of Directors***

The 13-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***

***Curtis D. Stutzman***      ***717.790.8222***  
cstutzman@messiahlifeways.org

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.

## ***Chief Financial Officer***

***Carolyn Jacobs***      ***717.796.8142***  
cjacobs@messiahlifeways.org

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

## ***Vice President of Residential Services & Operations***

***Kelli Mills***      ***717.796.8144***  
kmills@messiahlifeways.org

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. She also oversees operations at Mount Joy Country Homes.

## ***Vice President of Strategic Development and Marketing***

***Kristen M. Heisey***      ***717.790.8206***  
kheisey@messiahlifeways.org

The Vice President of Strategic Development & Marketing manages a team responsible for strategic development, construction services, marketing, community relations, events, and operations of two welcome centers.

## ***Vice President of Human Resources, Community Support & Enrichment***

***Karl Brummer***      ***717.796.8141***

[kbrummer@messiahlifeways.org](mailto:kbrummer@messiahlifeways.org)

The Vice President of Human Resources, Community Support and Enrichment is responsible for the supervision of the Human Resources, Corporate Compliance, Staff Development, and Pastoral Ministries functions. Additionally, this position oversees the Community Support and Enrichment services of Messiah Lifeways. He also 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 our corporate mission.

## ***Vice President of Gift Development***

***Sharon Engle***      ***717.795.5579***

[sengle@messiahlifeways.org](mailto:sengle@messiahlifeways.org)

The Vice President of Gift Development is responsible for the planning and administration of all fundraising programs. She is available to assist residents and other friends of the Village arrange current gifts of cash and securities or to plan gifts such as bequests, annuities and trusts to advance the ministry of the Village. Additionally, she is an ambassador of Messiah Lifeways at various campus and community events.

# **Residential Living Leadership Team**

## ***Residential Living Administrator***

***Keri Puna***

**717.790.8223**

kpuna@messiahlifeways.org

The Administrator is responsible for the leadership and development of Residential Living operations and maintains high quality standards in keeping with the mission of Messiah Lifeways.

## ***Residential Living Social Services***

***Corinne Welsh***

**717.591.7226**

cwelsh@messiahlifeways.org

Social Services is responsible for promoting all residents' well-being and satisfaction by supporting resident centered care, supporting quality of life and providing case management support to residents as needed by utilizing levels of care and services provided within Messiah Lifeways as well as community resources when appropriate.

## ***Resident & Guest Services Coordinator***

***Angie Evans***

**717.790.8213**

aevans@messiahlifeways.org

The Resident & Guest Services Coordinator provides secretarial support to the Residential Living Management Team; greets all persons visiting the Village Commons; answers questions of residents and visitors; maintains the Village Commons Office and Resident Business Center; and offers assistance as needed.

## ***Residential Living Social Life Coordinator***

***Chrylann Deck***

**717.591.7203**

cdeck@messiahlifeways.org

Actively leads and coordinates events and programs that enhance the five aspects of wellness (Physical, Social, Emotional, Intellectual, and Spiritual) for residents of Residential Living. Provides leadership to residents and staff on implementing and facilitating these functions. Creates a sense of 'community' among Residential Living residents. Provides new and ongoing orientation to events and programs for Residential Living residents and encourages new, innovative ideas for involvement and participation.

***Residential Living Care Coordinator***

***Carolyn Schade***      ***717.796.8149***  
cschade@messiahlifeways.org

***Barbara Schweitzer***      ***717.796.8149***  
bschweitzer@messiahlifeways.org

The Residential Living Care Coordinator will provide clinical support to the residents who reside in Residential Living. This position will be responsible for case management/care coordination for residents who reside in this level of care.

# PHILOSOPHY

## ***Residential Living Philosophy***

Residential Living at Messiah Village is designed as a place where people live autonomously in a supportive atmosphere. Residents are encouraged to move in while they are able to take advantage of the many opportunities to participate in the spiritual, social, recreational, and intellectual life of the community.

To encourage independence and autonomy, it is Village policy that residents are fully responsible for their own meals, housekeeping, laundry, and medical care. Team members are trained to provide support on a fee-for-service basis which will help residents remain independent. To these same ends, the administration does not closely monitor the health and functional abilities of residents in Residential Living. Residents are encouraged to request assistance when needed. For medical assistance or a maintenance emergency, call Resident & Guest Services at the Village Center at 717.697.4666, and someone will respond either by telephone or with an on-site visit.

Residents are encouraged to continue to be involved in the larger community. Some residents continue with jobs, others remain active in church, cultural, political and civic organizations.



# CAMPUS-WIDE SERVICES

## ***Adult Day Services***

Messiah Lifeways Adult Day offers planned programs and activities designed for older adults who are able to be safely alone during the day, or who are isolated and lonely; at the same time, offering caregivers a break from caregiving responsibilities.

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. 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 center's hours of operation are 7:15 am to 5:00 pm and are open Monday through Friday. For additional information or to arrange a personalized tour, 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

### **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

Contact the Messiah Lifeways At Home Office at 717.790.8209 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 includes maintenance, grounds, security, laundry, purchasing, and housekeeping. The Campus Services Team maintains an attractive, safe, and clean environment for residents. The office phone number is 717.790.8210. Maintenance personnel are available during regular business hours and “on call” for emergencies 24 hours a day/7 days a week.

### **Maintenance Requests:**

All routine maintenance requests should be made via the work order system by contacting the front desk 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](mailto: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 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.

See page 21 for Dining Dollar information.

### ***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 Grille daily. Please be patient with meal delivery times during peak meal hours. For take-out at the Fireside Café and Grille, please phone 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.

Two new dining venues will be available at the Village Square beginning in 2017.

### **Café 100**

This café will be 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**

This upscale destination will be open for lunch and dinner. This Farm to Table venue will include 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 but cannot be used with Dining Dollars:

### ***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.

## ***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.

## ***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. Hours of operation are 9:00 am – 2:00 pm or by appointment.

## ***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 Village 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."

## ***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 am and 1:00 pm 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***

Internists of Central PA come to campus during certain hours in the Physician Services Suite in the Village Center. This physician practice provides primary care physician 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***

Psychiatry services at Messiah Lifeways are provided through Philhaven's Older Adult Services program. Psychiatric consultations are available by referral only. After referral from a family doctor is made, please call the Residential Living Social Services at 717.591.7226 to set up an appointment.

## ***Psychologist***

For information or to coordinate services, contact Residential Living Social Services at 717.591.7226. 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. Our outpatient rehabilitation services are provided in our Residential Living building. Therapy is provided at two locations, within the Village Center adjacent to the Wagner neighborhood as well as on the Terrace level of the Village Commons apartment building next to the Fitness Center. 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 and the Village Commons. To reach social services personnel for Enhanced Living or Nursing, call 717.697.4666. To reach Residential Living Social Services, call 717.591.7226.

## ***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 with 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 may be covered by Medicare or private insurance, such as an HMO if qualifying factors are met. 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.

## **RL GENERAL INFORMATION**

### ***Address***

Your Name

Your apartment/cottage number; Your street name (For example: Oak Oval or Village Way)  
Mechanicsburg, PA 17055

### ***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 Residential Living Administrator. Complete the form, have the doctor sign it and return it to the Residential Living Administrator, Social Services or Residential Living Care Coordinator.

Advanced Directives should be reviewed and updated each time a resident has a physical exam. Advanced Directives may be changed by a resident at any time.

### ***After Hours***

If residents find themselves in need of assistance after hours (related to an urgent maintenance need or security concern) during evenings or weekends when staff members are not present at the Village Commons Office, feel free to contact Resident & Guest Services at 717.697.4666. Resident & Guest Services will then be able to contact the appropriate staff person to assist with the request.

### ***Ambulance Membership***

Geisinger/Holy Spirit Health System 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 Geisinger to residents of the Village. All invoices for non-emergency transportation are sent directly to the resident. A copy of the current year membership package is available by contacting the Resident & Guest Services Coordinator in the Village Commons.

## ***Amortization***

The acquisition fee paid for residential living cottages or apartments is amortized to Messiah Village at the rate specified in your Resident Agreement. The unamortized portion will be refunded according to the Resident Contract. Please consult that document for the refund option. A copy of the amortization schedule was provided at settlement. Another copy can be obtained from Fiscal Services.

## ***Announcements***

Daily announcements are broadcast Monday through Friday on MVTV, channel 956, at 8:55 a.m. Announcements are displayed throughout the day on MVTV.

## ***Appliances***

All cottages and apartments are equipped with a dishwasher, over the range microwave, electric range with self-cleaning oven, garbage disposal and a refrigerator with an ice maker. All apartments and cottages, with the exception of some Village Commons apartments, are equipped with washers and dryers. Access to full size washers and dryers is available in the Village Commons at no additional charge.

No cleaners or coatings should be used around any part of the oven. The residue can scar the oven surface and damage metal parts the next time the oven is automatically cleaned. See the range manual for instructions on operating the self-cleaning oven.

Grind food waste in the garbage disposer only with a strong flow of cold water. Do not use hot water when grinding food waste. Do not grind extremely fibrous material like corn husks, artichokes, banana peels, etc.

## ***Attorneys***

The firm of Brinser and Wagner has an office located in the Village Commons building. Office hours are Tuesday from 10:00 am to 3:00 pm. 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 aids staff in contacting a resident if car lights were not turned off or if a car needs to be moved for some reason. To register or update information concerning vehicles, contact the Village Commons Office at 717.790.8213.

## ***Automobile Use***

Residents driving on campus must have a valid driver's license 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 Village projects. The Auxiliary operates Katie's Corner Gift Shop, Paxton Street, Bailey Street, and the Country Store. It also coordinates the clothing and 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.

## ***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 the Residential Living Administrator. Administration will actively seek to identify areas of concern and take appropriate action.

## ***BYOB***

Residents of Messiah Village are individuals who have the right to make their own choices. These choices should not negatively impact the health, safety, and welfare of other residents and should promote the spirit of communal living and dining. If a resident's use of alcohol is found to be disruptive to others or create the potential of an unsafe environment, appropriate action will result as outlined in the Residency Agreement and Code of Conduct policy.

Residents will be required to carry, uncork and pour their own alcoholic beverage. Messiah Village will not assist in this activity with the exception of providing stemware for safety and sanitary measures.

### Guidelines:

Acceptable forms of BYOB/Alcohol:

- Beer
- Wine

Acceptable locations and hours for BYOB/Alcohol:

- Waited side of Fireside Grille (4:00 pm to close)
- Kathryn's on the Square (4:00 pm to close)
- Premier Meals
- Messiah Village Holiday Meals in the Fireside Grille and Kathryn's on the Square

## ***Change of Accommodation***

Since changing accommodations is a personal preference and Messiah Village extends this option to residents, it causes an additional un-budgeted cost to the Village. The resident will be responsible for the costs of returning the vacated room/cottage to "like new" condition (e.g. repairs, paint, carpet/vinyl, time/labor costs, etc.), as well as any moving costs incurred. A worksheet will calculate the remaining refund available to the resident after moving to a new location. The resident is required to vacate the old accommodation within thirty (30) days of moving into the new location, when the new monthly charge begins and a pro-rated daily fee (based on the monthly charge) will be billed for each day beyond the moving date that the old accommodation is not emptied and released. Exceptions requiring more than thirty (30) days to release must be approved by Administration.

If you desire to speak with someone regarding a change in accommodations within Residential Living, please contact the RL Administrator.

## ***Chaplains***

Chaplains are available to anyone desiring a pastoral visit. To contact a Chaplain, call the Village Center Guest Services at 717.697.4666. Chaplains also visit residents who are hospitalized.

## ***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 am and a few times a month on Wednesday at 7:00 pm with Sunday School at 9:30 am.

## ***Clothes Lines***

There is to be no hanging of laundry on the outside of the apartment buildings. We ask that cottage residents keep laundry drying as inconspicuous as possible. We particularly encourage those who live along the main routes of Messiah Village to refrain from displaying their laundry to the public.

## ***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, other than their spouse. Please notify a member of the Residential Living team to change or update information on your emergency contact sheet.

## ***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.

## ***Decorating***

All alterations (i.e., painting, papering, carpeting, etc.) need to be approved by the Residential Living Administrator. It is the resident's responsibility to return the cottage or apartment to its original condition, except for normal wear, when leaving.

Please follow these guidelines:

1. Use nails, not tape or glue, to hang pictures.
2. Do not use nails or screws in doors, Formica, or the face of kitchen and bath cabinets.

Any redecorating, including painting and carpeting, is at the resident's expense.

In order to maintain the decor and color schemes in harmony with the interior design already there, please follow the guidelines listed below:

1. Please check with the Residential Living Administrator before placing anything in a public place.
2. Once it is placed in a public area, it becomes the property of Messiah Village, and the organization cannot be responsible for personal items that need to be returned.
3. Seasonal items are the exception to #2, but still need to be cleared with the Residential Living Administrator before placement.
4. According to the International Fire Code, enforced by Upper Allen Fire Department, live trees are a fire hazard, so we ask that only artificial trees are used in apartments and cottages.
5. Please do not place any items on the floor outside of the apartments, including mats. These items are considered a safety hazard and are not permitted.

## ***Devotions***

Daily devotions are broadcast Monday through Friday on MVTV immediately after the 8:55 am daily announcements.

## ***Dining Dollars***

New Residential Living residents who move in on or after July 1, 2015 will receive a monthly, per person, Dining Dollars allowance as part of their monthly fee. This "Messiah Lifeways Dining Dollars" allowance may be used for purchasing food services from dining venues for themselves and for their guests. Any Residential Living residents

residing on campus prior to July 1, 2015 are encouraged, but not required, to participate in the meal plan program. See the RL Administrator if interested.

Dining Dollars are issued at the beginning of the month and may be used during that month. Any Dining Dollars not used in the current month will not be carried over to the next month. Charges exceeding allowances will be billed to the resident's monthly billing statement. The current month's allowance cannot be used to pay for a prior month's overcharges. Residents may choose to opt in or out of the dining Dollars program twice a year. Residents who elect to opt out will receive a credit on their monthly maintenance fee for food costs.

Messiah Lifeways at Messiah Village uses a "FOB" system that tracks Dining Dollars automatically and provides residents' account balances.

Dining Dollars may be waived for extended absences by the resident or couple by submitting a completed "Resident Absence Form" to the Fiscal Services office stating the period of time absent from Messiah Lifeways at Messiah Village. Credits will be granted for absences within a calendar month as indicated below. An absence must be for consecutive days, and the Fiscal Services office must be notified at least 24 hours prior to the resident leaving campus. For your protection the FOB used to purchase food will be inactivated during the absence and reactivated upon your return to campus.

14 day absence = 20%

21 day absence = 35%

28 day absence = 50%

Upon initial move to Messiah Lifeways at Messiah Village, residents will receive pro-rated Dining Dollars according to the date of their move.

Dining dollars cannot be used toward private catered events on campus.

\* Opt out option for all Dining Dollars.

## ***Emergencies***

For any medical emergency, immediately dial 911. If able, after calling 911, please notify Resident & Guest Services at 717.697.4666. This will allow for security to assist the ambulance in locating your residence.

### **For any fire emergency:**

**COTTAGE RESIDENTS** – Dial 911

**APARTMENT RESIDENTS** – Pull fire alarm located in corridor

If you see an intruder, suspicious person or have a health related question, call Resident & Guest Services at 717.697.4666.



## ***Financial Disclosure Statement***

Residents are encouraged to update these statements yearly. Income tax time is a good time to do this while all the information is easily accessible. Before a transfer to another level of living can be made, the Village requires that a statement not more than one year old be submitted to the Residential Living Administrator. These forms may be obtained from the Residential Living Administrator, Social Services or the Business Office.

## ***Firearms***

Storing firearms on campus, especially handguns, is strongly discouraged. All handguns must be registered in accordance with local and state laws.

If firearms are kept in the residence, be sure all firearms are unloaded and locked. Ammunition should be stored separate from the firearm(s). Discharge of any firearm on Messiah Village property for any reason is prohibited.

Please complete a firearm registration form and give to Village Commons Resident & Guest Services.

## ***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 the Residential Living Administrator or Social Services of any change in funeral home or place of burial.

## ***Garden Plots***

Small vegetable and flower garden plots are available to residents. Each gardener is expected to keep a well-manicured garden. Arrangements for a garden may be made each spring by contacting the Garden Committee Chairman.

## ***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 am to 10:30 am Saturday

***Bailey Street Coffee Shop  
& Country Store:*** 7:30 am to 3:00 pm Monday through Friday  
9:00 am to 12:00 pm Saturday

***Katie's Corner:***

10:00 am to 4:00 pm Monday through Saturday

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

## ***Gratuities***

Team members are instructed not to accept monetary gifts from residents. Residents can show their appreciation to team members by contributing to the Team Member Christmas Fund which is used for a 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 that there will be no reprisals. The following procedure has been established:

1. Discuss the situation with the Residential Living Administrator or Residential Living Social Services.
2. If a mutual resolution is not reached, submit the grievance in writing to the Residential Living Administrator. The Residential Living Administrator will respond in writing within five working days.
3. If mutual resolution is not reached, submit a copy of the formal written grievance, including the circumstances surrounding the event, to the Vice President of Residential Services and Operations, who will also review with the President. The decision of the President will be final and binding.

## ***Grilling***

Gas grills are prohibited on second and third floor levels of the apartment building per Upper Allen Township Code Ordinance. If you reside on the first floor or a cottage, you may have a gas grill as long as it is 8-10 feet from the building when it is in use.

## ***Guests***

Guests, including overnight stays, are always welcome. Residents with guests staying more than 60 days must be approved by the Residential Living Administrator and are subject to an additional monthly charge. Inform the Residential Living Administrator if a guest is expected to stay more than 60 days.

Guests, especially children, must always be accompanied by a resident when using common recreational or social areas. Guests may park in the lot directly in front of the Commons, outer circle around the Tuscarora building, or in any other lot marked as Guest parking.

Guests should be aware that smoking is not permitted on the Village campus.

Also see "Guest Room" for more information.

## ***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 the Village Commons Resident & Guest Services at 717.790.8213.

## ***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 the Village Commons Office Coordinator and 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. For information call the Long-term Care Insurance Counselor at 717.790.8233.

## ***Health Record***

Health records of Residential Living residents are maintained by the Residential Living Care Coordinator. Any change in health status is encouraged to be reported to the Residential Living Care Coordinator. Keeping health records up-to-date provides great assistance during a medical emergency. Residents are encouraged to complete a physical every two years.

## ***Health Services***

Contact the Residential Living Care Coordinator at 717.796.8149 for health related questions. The health services available include:

### ***Audiologist***

Hearing assessments. Hearing aid repair. Fee for service.

**Blood Pressure Checks**

Check of blood pressure. No fee.

**Caregiver Support Group**

Meeting for any Residential Living resident who is a caregiver to a spouse or significant other, meets in the Galleria Room the first Monday of each month at 3:00 pm. No fee.

**Hearing Aid Specialist**

Service on hearing aids. Fee-for-service.

**In Home Nurse Visit**

Fee-for-service.

**Living with Challenges Support Group**

Meeting for any Residential Living resident who faces medical or physical limitations. Meets in the Galleria Room the third Monday of each month at 3:00 pm. No fee.

**Podiatrist**

Podiatry service. Fee-for-service.

**Psychologist and Psychiatrist**

Psychological and psychiatric consultations. Fee-for-service.

**Hospitalization**

The information maintained on residents includes hospital preference. The Residential Living Administrator, the Residential Living Care Coordinator, or Residential Living Social Services should be informed of any change in your hospital preference.

Please inform the Residential Living Administrator, Residential Living Care Coordinator, or Residential Living Social Services when being admitted to the hospital. In this way, prayer support from the Messiah Village family and Pastoral Ministries staff may be offered. The Messiah Village Nurse Liaison and Residential Living Social Services will also assist in coordinating the hospital discharge and return to Messiah Village.

**Housekeeping**

Keeping your Residential Living cottage/apartment clean is the resident's responsibility. Weekly vacuuming with a power brush attachment will extend the life of the carpet. Floor vinyl in kitchen and bath areas should be cleaned with formulas especially for non-wax floors. When cleaning the tub and sink, use a liquid non-abrasive cleanser.

Housekeeping services are available through Messiah Lifeways At Home on a fee-for-service basis. Call 717.790.8209 to schedule housekeeping services.

Village Square residents have light twice per month housekeeping included in their monthly fee.

### ***Indoor and Outdoor Furnishings***

We encourage residents to tastefully furnish their balcony, patio or cottage porch. For the convenience of all residents and in order to maintain an aesthetically attractive community, we have established the following guidelines.

1. Flower boxes may be placed on the railings of apartments and should be secured to avoid any damage to apartments that may be located below. Residents living on the second or third floor should take extra care in avoiding over-watering of outdoor plants and flower boxes, in order to avoid any inconvenience to their neighbors in the apartments below. Flower boxes are available for a fee and are to be installed by the Messiah Village Maintenance Staff at the resident's expense.
2. Other than flower boxes mentioned above, no other decorations or signs may be placed over or protrude past the railing of an apartment.
3. Outdoor decorations and garden planters should be limited to no more than two decorations. Garden and flowerbed planters should be limited to the area beside or behind cottages. Should a resident wish to place decorations or planters in front of their cottage, they must receive approval by Administration.
4. Outdoor carpeting may be placed on balconies and patios; however no adhesive, glue or other type of fasteners may be used in order to allow for easy removal if a resident would need to change living accommodations. (The resident would be responsible for the cost of removing the carpet if an adhesive is used.) All carpeting should be brought indoors over the winter months.
5. Flags may be displayed from balconies, cottage porches and decks; however, residents may not mount brackets into the brick. No more than one flag should be placed outside each cottage or apartment; flags should not exceed two feet by three feet (2' x 3') in size. Residents living in cottages may place a garden size flagpole in a landscaped bed at the front or rear of their cottage upon approval by Administration.
6. Residents may display holiday decorations throughout the holiday season; however, any decorations that are planned for placement on trees or shrubs should be reviewed by the Grounds team to assure there is no damage to the trees and plants. All holiday decorations should be displayed no sooner than four weeks and removed no later than two weeks after the particular holiday.
7. Artificial trees and wreaths are recommended indoor decoration during the holiday season. Please only use UL approved lights.
8. In apartment buildings, residents may display decorations on their apartment entrance door and shelf as outlined in the Apartment Door Decorations Policy. Decorations may not protrude into the corridor or hallway. All decorations in common areas, such as lounge areas, will be provided by Messiah Village team members. Residents may not place their personal decorations in common areas, which includes lobbies, libraries and lounges.
9. Administration will review all requests for screens, shades or awnings, landscape lighting and invisible fencing at cottages and apartments. These additions would

- only be approved providing the residents of the aforementioned cottages and apartments agree to incur the cost for these additions. Also, the contractor to install these additions would need to be approved by Administration to assure quality.
10. No fans can be placed or installed in residence windows.
  11. When placing noise-making ornaments, such as wind chimes, consideration should always be given to one's neighbors. Administration reserves the right to request noise-making ornaments be removed should they cause disruption.
  12. Clothing or any other items such as blankets, towels or sheets may not be hung from balconies, patios or porch areas in order to maintain the aesthetics of the community.
  13. Bird feeders (one per accommodation) may be placed on a patio or balcony as long as it hangs at least 6 inches inside the railing and does not adversely affect neighboring residents. All bird feed and droppings must be cleaned and taken care of by the resident.
  14. Barbecue and gas grills may not be used on the porches, balconies or in the general vicinity of the apartment buildings to avoid excessive smoke entering neighboring apartments. Upon approval from Administration, electric grills may be permitted. Grills may be used on deck, patios and back yard areas of cottages.
  15. Residents have access to the outdoor pavilion area, which is located by the pond. To reserve the pavilion, please contact the Event Coordinator at 717.790.8237. Reservations are taken on a first come basis.
  16. Residents are free to place political signs in the window or on the front or back porch of their cottage. All political signs must be removed immediately following the election.
  17. Televisions may be placed on a balcony or patio when hosting a gathering. However, hard-wired cabling and mounting televisions on balconies or patios is not permissible. When using a television on a patio or balcony, be mindful of neighbors when setting the volume.

## ***Insurance***

Residents are responsible for insurance of personal possessions and for liability protection (minimum of \$300,000) should an accident occur inside their cottage/apartment. Check to be sure that the policy is adequate to cover all valuables. The insurance provided by Messiah Village covers the building, fixtures, and appliances for normal life provided by the Village, and liability protection outside the cottage/apartment.

## ***Keys***

Messiah Village provides a set of entrance keys for each resident as well as a FOB for access into the common areas. When the apartment or cottage is vacated, please return all keys and FOBS to the Residential Living Social Services or Residential Living Administrator.

If for some reason additional locks are added or changed, it is important to receive prior approval from the Campus Services. A copy of keys is maintained by the Campus Services. Please call Maintenance at 717.790.8210 if you have questions.

## ***Library***

Messiah Village has two libraries on campus that all residents are welcome to use. One library is located in Bailey Street on the lower level of Enhanced Living, and the other library, which is known as the Roof Top Library, is located on the fourth floor of Tuscarora Building. Once a month, the Cumberland County Library System brings books to the apartment building for residents to borrow. These books can be found in the Internet Café in the Village Commons.

## ***Lifeline***

If you are interested in renting a pendant system whereby you can receive a verbal response within minutes in the case of an emergency by pressing a pendant worn around the neck, call Messiah Lifeways At Home at 717.790.8209. The At Home team will explain the system and, if you wish, install it for a nominal installation fee and monthly charge.

## ***Lost and Found***

Any found item can be given to Resident & Guest Services in the Village Center, Village Commons or Village Square. Lost items may be reported to those team members to check to see if they are found.

## ***Mail***

In house mail may be dropped off at the Lower Level Nittany, Village Square or Village Commons near the mail room. Outgoing mail can be deposited in a mail room in the following locations: slot beside the Mail Room door, lower level of the Nittany building, and in the mail slot in the Village Commons and Village Square. Residents are given a key to their mailboxes located in either the lower level of Enhanced Living, Village Square, or in the Village Commons. Because of possible error in sorting, please check all received mail before leaving the mailbox area and return any piece of mail not belonging to you for resorting. Postage stamps are available at Katie's Corner or at the Paxton Street Shop in the Village Commons.

## ***Maintenance***

Any repairs of the cottage/apartment should be reported to Campus Services. This can be done by electronically completing a work order request at one of the many available

computers. If assistance in completing a request is needed, please contact Resident & Guest Services at 717.790.8213.

For emergencies, please call Village Center Resident & Guest Services at 717.697.4666, and Campus Services will be contacted immediately. Repair of personal property is the resident's responsibility. Campus Services will repair personal property and make additions or changes to cottages/apartments as time permits, at the current hourly rates in effect.

## ***Monthly Service Charge***

Monthly charges are billed the beginning of each month for the previous month. The charge is due upon receipt of the statement. If the charge is not paid by the end of the month, a 1% per month service charge on all past due items may be added. Bills can be paid by mail or in person at Fiscal Services located in the Village Center or at Village Commons or Village Square Resident & Guest Services.

The monthly charge starts when the cottage/apartment is ready for occupancy and available to the resident. The monthly charge is prorated the first month of occupancy. At termination, the monthly charge is prorated to the day resident's possessions are removed.

Monthly charges are subject to change with 30 days prior written notice. Charges are generally reviewed and adjusted annually by the Board of Directors. Changes are usually announced at the end of April and become effective July 1.

The monthly charge provides the following:

- water
- sewer
- trash collection
- maintenance of equipment supplied in the cottage/apartment
- outside maintenance
- real estate taxes
- grounds care
- insurance on the building for any non-neglectful occurrence
- security
- limited scheduled local transportation or on campus transportation
- access to all services and facilities available on campus
- TV package – standard only

Below are items included in your monthly fee by specific resident location:

### **Village Commons:**

- Heat and air conditioning
- Dining Dollars if move in occurred after July 1, 2015



- The following are not included in the Monthly Service Fee and are the responsibility of resident: electricity for lights, HVAC fans and appliances, telephone and internet

#### **Village Square Apartments:**

- All electric including heat and air conditioning
- Cleaning of your home twice per month
- Dining Dollars
- The following are not included in the Monthly Service Fee and are the responsibility of resident: telephone and internet

#### **Cottages:**

- Dining Dollars if move in occurred after July 1, 2015
- The following are not included in the Monthly Service Fee and are the responsibility of resident: electric, gas, telephone and internet

## ***Motorized Mobility Device***

Messiah Village respects the autonomy of residents and recognizes that self-mobility complements that. There is no coverage provided by the Village for any theft, damage or personal injury for an electric motorized device. 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 intersections 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 Residential Living Administrator writes a weekly newsletter to keep Residential Living residents apprised of events and happenings within the community.

## ***Office Hours***

The business of Messiah Village is normally conducted between the hours of 8:00 am and 4:30 pm Monday through Friday. During these hours, residents should be able to see the people who can help with a concern or answer a question. The Executive Team is always willing to see residents. To make sure the time is convenient make an appointment by calling 717.697.4666.

## ***Office Services***

The Business Center has a copier and fax. Personal copies or faxing may be made for a fee. Arrangements for large copying jobs can be made through Village Commons Resident & Guest Services. Requests for large copying items should be made a day in advance of the dates copies are needed.

## ***Overnight Vacations***

Residents that are going away for one or more nights are requested to inform Resident & Guest Services at 717.790.8213 or 717.697.4666. Resident & Guest Services will record the departure and return dates.

If mail is to be forwarded or held, inform the Post Office. It is also helpful to inform neighbors so they can observe any irregularity while you are away.

If an extended period of time away is planned, it is wise to contact Campus Services prior to leaving. This is necessary during winter months when such things as turning off the water and minimum heat settings are important. Residents residing in apartments that plan to be away for one or more nights, be sure to place the red magnet outside the door.

## ***Parking***

Parking is available for residents and visitors in designated areas around the Village. The stipulations concerning the parking of recreational vehicles are listed under "Recreational Vehicles."

Special guidelines for apartment residents: At the time a new resident moves into an apartment, one space will be reserved for them by Village Commons or Village Square Resident & Guest Services. Spaces can be exchanged only by making arrangements with Resident & Guest Services.

## ***Pets***

One pet is permitted per residential living cottage/apartment. Below find guidelines concerning pets.

1. Pets must be walked on a leash, accompanied by a responsible adult.
2. Pet waste must be picked up immediately and disposed of properly by pet's owner (not in public waste receptacles). Please keep pets away from bushes near buildings and park benches.
3. Pets are welcome in buildings but must be on a leash and with owner when in common areas.
4. Pets are not permitted in Village dining rooms. The only exception is a service dog. Residents can walk their pets through the non-dining areas in the Commons, except during peak mealtimes (11:00 am - 2:00 pm and 4:00 pm - 6:00 pm).
5. Dog/cat owners (including pets that are visiting) must complete a Pet Visitation Registry form that provides the following:
  - a. Proof of current dog license
  - b. Proof of current immunizations and health records
  - c. Veterinarian contact names and numbers
6. Cats must be declawed.
7. Pets must be spayed or neutered.
8. Pets should be well disciplined and under control at all times.
9. Pets should not exceed 30 pounds.

## ***Pharmacy***

Alert Pharmacy operates a professional pharmacy in the Village Commons. Pharmacy hours are 9:00 am to 5:00 pm Monday through Friday. The pharmacy provides prescription drugs, over-the-counter medications and personal care products. Alert Pharmacy also offers a delivery option to residents. The phone number for the pharmacy is 717.796.3611.

## ***Physical Exams***

All Residential Living residents are encouraged to have a physical examination every two years. These examinations, if chosen to be completed, become part of the resident's medical record which is maintained in the office of the Residential Living Care Coordinator.

Any changes in your health, medications, physician, advanced directive, health insurances or hospital preference should be reported to the office to keep all records current. Other information such as contact persons' name and phone number changes should also be submitted to the Residential Living Administrator, the Village Commons or Village Square Resident & Guest Services Coordinator or Residential Living Social Services.

## ***Power of Attorney***

We ask for a copy of your Durable Power of Attorney(s). In the event that you become unable to make your own medical/financial decisions, this document would be utilized to contact the appropriate family/friend. 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 the Village.

## ***Recreation***

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

### ***Billiard Tables***

Billiard tables are located in the Allegheny Basement. Guests must be with a resident to use equipment. Keys may be obtained for the use of the equipment by contacting the Village Commons Resident & Guest Services Desk.

### ***Bingo***

Bingo is held every Wednesday at 2:00 pm in the Village Commons in the Allegheny Hobby Room.

### ***Bowling***

Residential Living residents bowl every Thursday at Trindle Lanes. Sign up at the Village Commons Resident & Guest Services Desk.

### ***Croquet***

Equipment for croquet is available in the closet at the far side of the Village Commons Community Room.

### ***Disc Golf Course***

The nine basket disc golf course, located between the dry pond, Route 15 and the pond, is available for play anytime of the year. Discs are available for use and are stored in the

cabinets of the Village Commons Wellness Center. The course is available to residents, volunteers and employees of Messiah Lifeways and their families.

### ***Exercise Equipment***

A Fitness Center is located in the Terrace Level of Tuscarora. Treadmills, strength training equipment and other exercise equipment are available for your use. There is also a Wellness Center in the Village Center. An orientation and physician clearance is required before operating the equipment and can be setup by contacting the Wellness Center at 717.591.7222.

### ***Hobby Rooms***

Craft and art classes, game times and clubs, as well as recreational activities are held in the various Hobby Rooms on campus. Hobby Rooms are located in the Village Center, the second floor of Allegheny, and the terrace level of Tuscarora. Equipped with a kitchen, they can be used for meetings, casual newspaper reading or watching TV. These rooms can also be reserved for family gatherings by calling 717.790.8237.

### ***Hobby Shops***

Two hobby shops are located on the terrace level of Allegheny. One, called the Hobby Shop, is primarily a wood shop. The second shop, a lapidary shop, is available to cut and polish gems and semi-precious stones. For keys to the hobby shops, stop at the Village Commons Resident & Guest Services Desk.

Residents are required to take a safety course before operating power tools. To schedule a time for the safety course, contact Village Commons Resident & Guest Services.

### ***Horseshoes***

A court for horseshoes is located on the lawn near the gazebo on the corner of Locust Lane and Oak Oval. Horseshoes are located in the gazebo.

### ***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 Events Manager at 717.790.8237.

### ***Ping Pong Table***

A ping-pong table is located in the Allegheny Basement.

### ***Pond***

Catch and release fishing is permitted with a valid fishing license. Residents and family members accompanied by a resident are welcome to fish in the pond. When fishing, use only barbless hooks.

### ***Shuffleboard***

Courts for shuffleboard are located in the Tuscarora Community Room. Cues and pucks can be found in the closet, with a scoreboard next to the stage.

### ***Swimming Pool***

A heated indoor swimming pool and whirlpool are located in Village Square. Aquatic classes are available in the pool area. For more information, please contact a Wellness team member at 717.591.7222.

## ***Recreational Vehicles***

Permanent parking of recreational vehicles such as motor homes, boats, trailers, etc. on the Village Campus is not permitted. A 24-hour loading/unloading time is permissible. Please contact the Residential Living Administrator or Residential Living Social Services to make parking arrangements and for the recreational vehicle to be registered with Security. Golf carts are permitted on campus, but must be stored inside your cottage garage.

## ***Release of Apartment or Cottage***

Residential Living Social Services or the Residential Living Administrator will assist the resident or the resident's power of attorney in making arrangements to release a cottage/apartment within two months of the date the decision to vacate has been made. An accommodation will be considered released after a final walkthrough, utility transfer, completion of signed release paperwork and surrendering of keys and FOBS. You will continue to pay for your accommodation until it has been released.

## ***Resident & Guest Services***

Resident & Guest Services has several locations in each building: Village Center Main Entrance, Village Commons and Village Square.

Village Center Resident & Guest Services is staffed 24 hours a day, seven days a week. The phone number is 717.697.4666.

Village Commons Resident & Guest Services is staffed Monday through Friday 7:30 am to 4:00 pm and is closed on major holidays. The phone number is 717.790.8213.

Village Square Resident & Guest Services is staffed Monday through Friday and is closed on major holidays.

## ***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 Committee
- Helping Hands Committee
- Hobbies Committee
- Nominating Committee
- New Resident Welcoming Committee
- Quality of Life Committee

If you are unable to attend the meeting, it is televised Village wide on MVTV.

## ***Resident Directory***

A directory with name, phone number, and address of each Messiah Village resident is published annually. A photo directory is updated every four years. New residents will be posted on the New Residential Living Resident Board, located in the Village Commons mail room.

## ***Response Calls***

Security is available 24 hours a day, 7 days a week for any emergencies related to maintenance or security matters. If there is a medical emergency, call 911 immediately, then, if able, call Resident & Guest Services at 717.697.4666 to have security escort the ambulance to your residence.

## ***Room Reservations***

Many of the common areas including hobby rooms, Community Room and Galleria Room can be reserved by residents for private group functions. To reserve a room, contact the Events Manager at 717.790.8237.

## ***Safe Deposit Boxes***

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

## ***Safety/Security***

Security personnel are on duty 24 hours a day including weekends and holidays. Please contact the Village Center Receptionist 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.

## ***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.

## ***Smoking***

Messiah Village is a smoke-free environment. There is to be no smoking by residents or guests on Village property whether inside or outside a cottage/apartment.



## ***Snow Removal***

Snow removal will be done by Campus Services as soon as possible in the following order:

1. The main drive thoroughfares through campus
2. Village Center parking lots and walks
3. Streets through the cottages and around the apartments
4. Apartment parking lots and walks

## ***Social Life***

The Enrichment 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 weekly newsletters are available to residents and families. All are welcome and encouraged to participate in these programs. For more information contact the Social Life Coordinator at 717.591.7203.

For special events that are listed in the activity binder, signups are available until 12:00 noon the business day prior.

## ***Solicitation***

Solicitation or distribution of literature is not permitted at Messiah Village without approval by the Residential Living Administrator. 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.

## ***Subletting***

The subletting of any contracted Residential Living cottage/apartment by any resident is not permitted.

## ***Suggestion Box***

Administration welcomes any suggestion you might have. Suggestion boxes are located in the Village Center and Village Commons.

## ***Talk with the Team***

This meeting is held once per month in Residential Living. The purpose of this meeting is to provide an opportunity for open dialogue and questions related to daily operations at the Village. This meeting is conducted by the RL Leadership Team.

## ***Telephone Service***

Verizon provides phone service to Messiah Village. Call 1.800.660.7111 to establish service or arrange for changes or additions to your existing service. The Village maintains all inside wiring, so it is not necessary to buy the optional wire maintenance plan offered by Verizon.

Village Square apartments will have the option to choose Messiah Lifeways Telephone Services. Payment for this service will be billed monthly on your Messiah Village bill.

## ***Television***

Cable television service is included in the monthly maintenance fee through Comcast Communications. Contact the Campus Services for any trouble with the service. The phone number for Campus Services is 717.790.8210. Upgraded packages are available through Comcast (1.800.COMCAST), but are at the expense of the individual resident. When a cottage or apartment is released, please leave all Comcast boxes and remotes inside the accommodation, unless you have an upgraded package, then you will need to make arrangements to return those items to Comcast personally.

Comcast is not available in Village Square apartments. Messiah Lifeways at Messiah Village offers SeniorTV television services included in the monthly fee. SeniorTV is satellite television and offers MVTV (in-house TV station). Verizon television services are also available by calling 1.800.660.7111.

## ***Towne Meetings***

Towne Meetings are held twice a year in the Spring and Fall for Residential Living residents as an informational forum to have questions addressed to key staff, with discussion and input from staff focusing on current issues, programs and any general matters that pertain to Messiah Lifeways. These meetings are held in the Community Room.

## ***Transfers***

Residents receive priority of admission to any other level of living, as space is available, at the daily or monthly rates applicable.

There are transfer guidelines available from the Residential Living Social Services, or Residential Living Administrator that outline the criteria used to determine the need for transfer from Residential Living to another level of care.

For transfer to Enhanced Living or Nursing Care, contact the Residential Living Social Services, or Residential Living Administrator for additional information.

## ***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 monthly activities calendar for times and destinations, located at the Village Commons and Village Square Resident & Guest Services Desk.

Transportation within the Village is provided through a shuttle service that runs a continuous loop through campus.

Personal transportation to individual appointments is also available on a fee-for-service basis. Contact Messiah Lifeways At Home at 717.790.8209 more than 24 hours before your appointment time to schedule transportation.

Residents can also arrange private transportation through the Cumberland County Transportation Department (717.697.0371, Extension 6340) or one of several taxi companies serving the West Shore area.

## ***Volunteers***

Residents are encouraged to volunteer time in an area of interest or ability. A wide range of volunteer opportunities are available. Contact the Director of Volunteers to offer your service at 717.790.8203.

## ***Wi-Fi***

Currently available in the public locations in the Village Commons, Village Center and Village Square.

# **APARTMENT INFORMATION**

## ***Access Key FOBS***

Key FOBS are needed to operate the apartment access control system. One will be given to each person residing in an apartment and/or cottage at settlement. The main entrance to the Village Commons and Village Square is open from 7:00 am until 7:00 pm without the use of a FOB. All other entrances to the apartment buildings are locked at all times and accessible by FOB only. To enter, swipe the FOB within 3 or 4 inches of the black box located to the side of the door. The red light will change to green, and the door will be opened. If unable to gain entry with the use of the FOB, phones are located in the entrances that will ring the main desk. Resident & Guest Services will be able to assist in gaining access to the building between 7:00 am – 7:00 pm. A fee is charged to replace lost key FOBS.

## ***Air Conditioning/Heating***

Individual thermostats are located in each apartment that will control your heating and air conditioning as per your preference.

## ***Awnings***

A standard type and color canvas awning is offered as an optional feature at resident's expense. For information on a balcony awning, contact the Residential Living Administrator, or Residential Living Social Services.

## ***Candles***

Burning of open-flamed candles is discouraged due to the possibility of fire, which jeopardizes the safety of other residents who share housing in an apartment setting.

## ***Electricity***

The Commons apartment building residents are billed by the electric company for power used in the apartment. Domestic hot water heating is included in the monthly service charge.

Village Square residents are billed by the electric company for power used in the apartment. Electricity is included in the monthly fee at Village Square. Domestic hot water heating is included in the monthly service fee.

## ***Fire Alarm***

If the fire alarm sounds, listen for the overhead paging system to direct what zones are affected and should be evacuated. Please evacuate to the safest location (atrium, adjoining tower or stairwell). When leaving the apartment, move the red magnet located inside your door to the lower outside of the door and close the door. When the reason for the alarm is cleared, residents will be notified and can return to the apartment.

## ***Ground Level Apartments***

Residents with ground level patios are welcome to do planting within two feet of the patio. Planting further than two feet from the patio must receive prior approval from the Grounds Manager.

The Grounds Department will maintain all shrubs and trees they have planted. Any shrubbery planted by the resident must be maintained by the resident.

If you desire Lawn Sculptures, please notify the RL Administrator.

## ***Laundry – Village Commons Only***

Laundry equipment is located on each floor of Tuscarora and Allegheny. Sign up sheets are located in each laundry room to reserve a specific time every week. Please remember the following when utilizing the laundry rooms:

- Laundry room hours of: **8:00 am—10:00 pm**
- Once a resident has reserved a day and time with their tag– it should **not** be removed or changed, unless they themselves are changing their request.
- Unless a prior agreement has been established between residents, only one resident should be using the laundry room at a time.
- You are able to keep your reserved time and day consistent by keeping your assigned tag in that slot.
- Please clean lint filters after each use.
- When using the cup on the top loading washer, be sure to wipe it down after use.
- Please note that you can reserve **two** time slots for your convenience.
- Be courteous to your neighbor and the time allotted to each resident to complete their laundry.

## ***Newspapers***

The Patriot Newspapers (Tuesday, Thursday and Sunday) are delivered to the apartment buildings. Two papers are available for public use (Internet Café and Café 100). If you would like to receive your own personal paper, please call *The Patriot News* at 717.255.8150.

## ***Quiet Time***

Please consider neighbors when adjusting the volume on radios, TV, closing doors, etc. The designated quiet time is from 10:00 pm to 8:00 am.

## ***Recycling***

Recyclable containers are located in the basement level garage area of the Allegheny building and the terrace level trash room of the Tuscarora building. A recycling shoot will be available on each floor of Village Square. The following is a list of recyclable items and how to prepare them.

### ***Newspapers***

All newspapers, magazines, office paper, junk mail, and phone books should be placed in the containers provided in the Allegheny Garage or the Trash Room in the Terrace Level of Tuscarora.

### ***Glass jars and bottles***

All clear and colored glass jars and bottles need to be rinsed and lids removed, paper labels need not be removed. Metal lids can be recycled with metal cans.

### ***Plastic bottles***

Plastic bottles need to be rinsed with caps removed. Caps can be thrown in trash. Bottles include milk, soda, and detergent bottles, but do not include plastic wrapping or butter tubs.

### ***Tin and aluminum cans***

All tin and aluminum cans need to be rinsed. Do not include tin foil.

### ***Leaf and garden scraps – Monday & Thursday pick up***

Garden scraps should be put back into the soil by way of compost piles. Arrangements can be made with the Grounds Department to dispose of these items.

## ***Smoke Detector***

A smoke detector is located in each apartment. If smoke is present, the detector sounds in the apartment and at the Resident & Guest Services Desk. Resident & Guest Services will call to check on your status, and Maintenance or Security personnel will arrive to clear smoke from the apartment. Maintenance/security **MUST** enter your apartment to be sure that the smoke alarm is reset properly and you do not need any further assistance. It is helpful to turn on exhaust fans or open your glass sliding door to clear smoke caused by burnt toast, etc. **Do not open the entrance door** to the corridors as this could set off a general alarm, requiring everyone to evacuate. The smoke alarm in your apartment will be reset by Resident & Guest Services when the smoke has been sufficiently cleared.

## ***Snow Removal (Cars)***

After a snowfall, parking lots are cleared of snow. With a signed waiver, the Grounds crew will clear around your car and lightly brush snow off your car per the Snow Removal Policy. A waiver can be obtained at Resident & Guest Services.

## ***Storage Areas***

A storage area located on Terrace Level of Village Commons is provided for each apartment in the Village Commons. Residents provide a lock for the door.

Village Square storage areas are available at various locations throughout the building. Residents provide a lock for the door.

## ***Trash***

Trash rooms with a trash chute are located on each floor of the apartments. Any trash that is not recyclable should be placed in a plastic bag and tied securely before depositing in the chute.

Residents are encouraged to use their kitchen disposal for discarding appropriate food items. Sharp items such as hypodermic needles should be placed in puncture-resistant containers.

## ***Window Washing***

Messiah Village contracts with an outside service twice per year in the Spring and in the Fall to wash exterior windows. Apartment dwellers can opt to have their interior windows washed for a nominal fee that will be applied to your monthly statement. The Residential Living Administrator communicates via the newsletter when this service is available.

# COTTAGE INFORMATION

## ***Access Key FOBS***

Key fobs are needed to operate the building control system. One will be given to each person residing in an apartment and/or cottage at settlement. The main entrance to the Village Commons and Village Square is open from 7:00 am until 7:00 pm without the use of a FOB. All other entrances to the apartment buildings are locked at all times and accessible by FOB only. To enter, swipe the FOB within 3 or 4 inches of the black box located to the side of the door. The red light will change to green, and the door will be opened. If unable to gain entry with the use of the FOB, phones are located in the entrances that will ring the main desk. Resident & Guest Services will be able to assist in gaining access to the building. A fee is charged to replace lost key FOBS.

## ***Electricity***

Residents receive a bill from the electric company for all electricity used in the cottage, including heat, air conditioning, hot water heating, lights, outlets, and appliances.

## ***Garage Door and Opener***

Cottages are equipped with a garage door opener and remote control. If the remote control is not working, check to see if it needs a new battery before calling Campus Services for assistance.

## ***Gas***

Residents receive a bill from the gas company for all gas used in the cottage, including heat, hot water and appliances.

## ***Heat***

Some cottages are provided with electric baseboard heat which is controlled by thermostats in each room. Other residents substituted a heat pump for the baseboard heat. Campus Services provides preventive maintenance, such as filter changes, on heat pump units.

## ***Lawn Care***

Lawn Care will be provided by Messiah Village. Lawn mowing and trimming will typically occur on a weekly basis or as needed. Lawns will be maintained at a height of 3.5-3.75 inches. Backpack and or hand blowers will be used to blow grass clippings off driveways, walkways, decks and patios. Lawn treatments will be applied in the Spring, Summer, and



Fall months. This will total 3-4 granular applications a season. Granular products will be blown off all walking surfaces as well. Liquid applications in the lawn will be applied when deemed necessary. These treatments will help limit weed and insect populations.

## ***Newspapers***

For home delivery of The Patriot News (Tuesday, Thursday and Sunday), call 717.255.8150.

## ***Recycling***

Recyclable items are picked up Thursday morning after 8:00 a.m. Place recyclables (newspapers in bags and other items) in a bucket or container and set them at the end of your driveway.

### ***Newspapers***

#### ***Glass jars and bottles***

All clear and colored glass jars and bottles need to be rinsed and lids removed, paper labels need not be removed. Metal lids can be recycled with metal cans.

#### ***Plastic bottles***

Plastic bottles need to be rinsed with caps removed. Caps can be thrown in trash. Bottles include milk, soda, and detergent bottles, but does not include plastic wrapping paper or butter tubs.

#### ***Tin and aluminum cans***

All tin and aluminum cans need to be rinsed. No tin foil.

All above items can be comingled in your recycling container. Place glass, plastic, and metal in recycling container provided.

#### ***Leaf and garden scraps – Monday and Thursday pick up***

Garden scraps should be put back into the soil by way of compost piles. The Grounds Team will pick up your leaf and garden scraps at curbside two days a week.

## ***Shrubs and Flower Beds***

Some basic shrubs and trees are provided around all cottages. Generally, the fronts of cottages will be planted and maintained to the side of the air conditioning unit. Residents are welcome to plant and maintain shrubs and flowers in addition to those provided within two feet of the cottage or walks. Care of flowers is the responsibility of resident. Prior approval from the Grounds Manager is necessary before planting more than two feet from cottage or walks.

The Grounds Department will maintain all shrubs and trees they have planted. Any shrubbery planted by the resident must be maintained by the resident.

If you desire Lawn Sculptures, please notify the RL Administrator.

### ***Smoke Detector***

Each cottage is equipped with smoke detector(s) operated by electricity and battery. The battery-operated detector is provided in case of a power outage. Cottages constructed since 2008 are equipped with smoke detectors that alert Village Center Resident & Guest Services at the time the alarm sounds. Smoke detectors are checked annually during preventative maintenance.

If your detector "beeps" continuously, it is time to replace the battery. Please notify Resident & Guest Services.

### ***Trash***

Trash is picked up Thursday morning. Place trash in and tie the bags; place the bags at the end of your driveway before 8:00 am Thursday. Please see Recycling for additional information.

### ***Window Washing***

Messiah Village contracts with an outside service twice per year in the Spring and Fall to wash windows. Charges will be added to your monthly statement. The Residential Living Administrator communicates via the weekly newsletter when this service is available.

## 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 36<sup>th</sup> 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 (18 new cottages).
  
- 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 120<sup>th</sup> 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.