

## **MARANATHA VILLAGE MISSION STATEMENT**

To be a continuing care community embracing Christian values,  
honoring the uniqueness of each person, providing  
compassionate care and enriching the lives of all we touch.

### **OUR GOALS**

To be a leader in the field of long-term care and retirement living.

To provide an environment based upon Christian principles  
marked by love, joy, and peace.

To provide services which enhance resident dignity,  
personal independence, and self-fulfillment in all aspects of life.

To promote the philosophy of employee personal growth,  
professional development, and operational excellence.

To be involved in expanding the Kingdom of God.

*This handbook is designed to acquaint you with the important policies and procedures of Maranatha Village, the Village, as well as the services and amenities provided. Maranatha will evaluate the handbook annually and distribute any updated information at that time.*

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Amended March 2024

## **ABSENCES FROM YOUR HOME**

If you plan to be away from your home overnight, including hospital stays, please notify the Independent Living Office (417-833-6104 or 417-833-0903). Leaving a voicemail message is appreciated and will be received. This will help us keep your home safe while you are away.

## **ACTIVITIES**

A variety of outings and events are offered regularly throughout the year. The monthly newsletter/calendar highlights the Village activities being offered each month. If you would like more information please contact the Assistant Director of Independent Living (417-833-6104).

## **AIR FILTER REPLACEMENT**

Air filters in your home will be replaced each year with the recommended filter at no charge. If you choose to have a higher grade of filter installed you may provide the filter and our staff will do the replacement.

## **ALCOHOL/TOBACCO/DRUG POLICY**

The Village is an alcohol, tobacco, and drug free campus; the use or possession of any alcohol or tobacco product is prohibited. This policy includes medical marijuana. Please remind your guests that drinking, smoking or drug use of any kind is not acceptable inside any home/building or anywhere on Village property.

## **ALTERATIONS TO YOUR HOME AND/OR LANDSCAPING**

The Village operates on a no alterations policy without the written consent of Administration. Any changes that are approved are at the expense of the resident and the resident will be charged for removal of or damages caused by any unapproved alterations. This policy pertains to any fixture or structural change of your home as well as any landscaping changes such as additions or removal of any landscaping i.e., trees, shrubbery, etc. The Village will maintain the landscaping of pre-existing shrubs/bushes/plants in the front yard. If approval is given for landscaping on the side or rear of your home the resident is responsible for maintaining it. In addition, if you have approval for a flowerbed, it is also the responsibility of the resident to maintain it and keep it free of weeds; **no artificial flowers or plants**. Outdoor decorations are permissible as long as they are not a hindrance to groundskeeping or maintenance crews and must not be excessive or located in any grassy areas. This helps protect your belongings from damages and maintains a standard of quality aesthetics throughout the Village. In addition, no decorations are permissible on garage doors. The Village reserves the right to decide if your outdoor decorations are excessive and ask for removal of any item(s).

## **CARPET CLEANING**

Regular carpet cleaning is not provided to your home. You may at any time have your carpet cleaned at your own discretion. You may use the carpet cleaning company of your choice.

## **CHAPEL SERVICES**

Regular chapel services and Bible studies are offered each week by our Chaplaincy Department. If you would like additional information, please contact the Chaplain (417-833-0016 ext. 1190). Service(s) will be cancelled during any active tornado watch, tornado warning or inclement weather for your safety. Tune in to channel 84 for updates on cancellations. The regular schedule of services is as follows:

### **Sunday Church Services**

10:00 a.m.	Chapel
6:00 p.m.	Chapel

### **Wednesday Church Service**

6:00 p.m.	Chapel
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### **Bible Studies**

10:15 a.m. (Tues)	Community Center
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### **Prayer Meeting**

1:00 p.m. (Fri)	Community Center
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## **COMMUNITY CENTER**

The Community Center is a wonderful place to come for a little relaxation and/or visiting friends. It is available to you 24 hours a day year-round and offers many great amenities. Among them are an exercise room, game room, spa, beauty salon (see VILLAGE SALON for more information) and daily lunch (please see FOOD SERVICES for more information). Your guests are welcome to join you at the Community Center, but please remember guests must be with a resident at all times unless arrangements are otherwise made with the Independent Living Office (417-833-6104 or 417-833-0903).

In addition to these great amenities, you may also reserve/rent rooms at the Community Center for various events. As a resident of the Village, you may reserve the room for your event free of charge (deposit and security fees may apply). If you are helping someone reserve a room who is not a resident of the Village, room rental fees will apply (see FEE

SCHEDULE). If you are interested in reserving/renting a room, please contact the Assistant Director of Independent Living (417-833-6104) for additional information.

## **EMERGENCY CARE**

Please see NURSING CARE AND EMERGENCY RESPONSE

## **FOBS**

Each resident may receive one fob that allows access to both the Community Center and Northwood Apartments. This fob gives you 24-hour access to these buildings through the west doors of the Community Center as well as the main entrances of Northwood's. If you would like to obtain a fob you may do so by contacting the Assistant Director of Independent Living (417-833-6104). If fob is lost or damaged it may be replaced for a \$10 charge. In addition, if resident moves out of Independent Living key fob must be turned in or \$10 will be withheld from the security deposit.

## **FOOD SERVICES**

The Village offers lunch service at the Community Center 5 days a week, Monday-Friday from 11:30 a.m. - 12:30 p.m. You may purchase a meal plan or pay by the meal (please see FEE SCHEDULE for pricing information) with any combination of breakfast, lunch and/or dinner. Please contact Resident Billing (417-833-0016 ext. 1113) to purchase a meal plan and/or to request regular delivery services. If you would like to request a meal delivery for one day, please contact the receptionist (417-833-0016 ext. 0) by 1:00 p.m. the day before your desired delivery. Reservations for lunch at the Community Center are requested for all those not on a monthly meal plan as well as guests of any resident. If you would like to make a lunch reservation at the Community Center for yourself and/or your guest(s) please contact the Receptionist (417-833-0016 ext. 0) by 1:00 p.m. the day before your desired reservation is to be made. Please note that if you are unable to receive your meal you will be charged for the meal unless you have requested a cancellation by contacting the Receptionist prior to 9:00 a.m. the day of your scheduled reservation or delivery. Weekly menus may be picked up at the Community Center each Friday for the upcoming week.

In addition, the Food Services Department offers catering services for events held at the Community Center. Food Services can cater your event for a nominal price on everything from dinners to receptions. Please contact the Director of Dining (417-833-0016 ext. 1140) for more information.

## **GARAGE SALES/AUCTIONS**

From time to time you may find that you have excess belongings and want to sell them in a garage sale or auction. This is possible with approval from the Independent Living office and with the understanding that all such events may take place for **Village residents only** and **may not** be advertised to the public. This is for your safety and security of the Village.

## **GARBAGE REMOVAL**

Weekly garbage pick-up is available each Thursday. To have your garbage picked-up please place your garbage (all bags/boxes must be tied/closed) outside on the curb by 9:00 a.m. Thursday morning. If you live in Northwood Apartments, please leave garbage outside your door in the hallway no earlier than Thursday morning. ***Pick-up date is subject to change when a holiday falls on Thursday. Notification of any change will be given through the Village newsletter.*** You may also drop off your garbage at any time during the week at one of the dumpsters located throughout Maranatha Village. **Please do not put garbage out before Thursday morning. We do not want garbage sitting out overnight drawing in wildlife or causing prolonged foul odor.**

## **GARDENS**

No gardens may be planted where there is grass without written consent of Administration. You may plant garden plants in pots if kept off grassy areas. There are also a small number of raised garden plots available for rent. If interested in a raised garden plot, please contact the Assistant Director of Independent Living (417-833-6104) for more information.

## **GOLF CARTS**

Golf carts are an acceptable mode of transportation on Village property. For the safety of yourself and others, you must have appropriate lighting on both front and rear of golf cart when driving after dark and are required to follow all parking policies and normal traffic safety.

## **GUEST PARKING**

If you plan on having overnight guests, we ask that a guest parking pass be placed in the visitor's vehicle for security purposes. You may obtain this pass at the Community Center from the Assistant Director of Independent Living (417-833-6104).

## **GUEST POLICY**

Your guests are welcome under the following guidelines. Each guest is permitted to stay in your home for up to 21 days in a calendar year. If your guest(s) will be in your home longer than 3 days, please notify the Director of Independent Living (417-833-0903). Guests may not stay longer than 21 days without approval by Administration. Guests must be accompanied by a resident at all times, including the Community Center and lake. **Please note that residents are responsible for any damages incurred by their guest(s).**

## **HOSPITALITY SUITE**

The Village offers a Hospitality Suite which may be reserved for your family or friends at a nightly rate (see FEE SCHEDULE). The Hospitality Suite is located at 209C of the Northwood Apartments building. If you are interested in making a reservation or receiving more information, please contact the Assistant Director of Independent Living (417-833-6104); certain restrictions apply.

## **HOUSEKEEPING SERVICES**

For those interested in housekeeping services they are available at an hourly rate (see FEE SCHEDULE). If you would like to schedule a one-time appointment or be placed on a regular schedule please contact the Assistant Director of Independent Living (833-6104).

## **INTERNET ACCESS**

High Speed internet access is available to our residents through our Village television provider. If you choose to purchase internet through Maranatha simply turn in a work request for internet installation. You will be billed through Maranatha Village and pay a monthly internet service fee (see FEE SCHEDULE). This service is provided on a monthly basis and may be cancelled at any time. Residents are free to choose the internet provider of their choosing. **Please note that Mediacom services are NOT available to Northwood residents.**

## **LAKE POLICY**

The Village lake is available to our residents as a place of beauty and relaxation where you can enjoy its amenities from feeding or catching fish to a walk. While fishing is allowed, please limit your fishing to catch and release only. Your guests are also welcome to enjoy everything the lake has to offer; we just ask that all guests to the lake, including grandchildren, be accompanied by a resident at all times when visiting/fishing at the lake. This request is made for your safety and the safety of your guests as well as the protection of the property. In addition, no swimming is allowed.



## LAUNDRY SERVICES

For your convenience there are coin operated laundry facilities (see FEE SCHEDULE) located in the Lodge and Premier Rehabilitation. Additional laundry services are available at a monthly rate (see FEE SCHEDULE) for once-a-week service by contacting the Laundry Department (417-833-0016 ext. 1254).

## LIBRARY

The Village Library is located on the 2<sup>nd</sup> floor of Northwood Apartments AB building and is open on a 24/7 self-service basis. The library offers many amenities such as books, DVD's and jig saw puzzles available for check-out; a copy machine, computer and typewriter for your use and a selection of greeting cards are available for purchase.

## LIGHT BULB REPLACEMENT

Maintenance will change a light bulb in your home upon request with your provision of the appropriate light bulb. To make your request please turn in a work order via the Village website ([www.mvlife.org](http://www.mvlife.org)) or call the receptionist (417-833-0016 ext. 0). A username and password is required to turn in a work order via the Village website.

## MAILING PACKAGES

You can mail packages through the Business Office or Central Supply. If your package is 5 lbs or less, you can have it mailed from the Business Office. Anything over 5 lbs. can be mailed from Central Supply. All you need to do is bring your ready to mail package to the appropriate office (Business Office is located near the main entrance of the Lodge and Central Supply is located near the Lodge dock). Payment may be made by cash or applied to your monthly statement. **If your package needs to be mailed from Central Supply, please call 417-833-0016 ext. 1136 before coming to ensure someone will be there to receive your package.**

## MAINTENANCE SERVICES/WORK REQUESTS

The Maintenance Department provides many services. In accordance with maintenance policies, all repairs of Village equipment/appliances, structure (inside and out), etc. and the replacement of defective/worn out items are the financial responsibility of the Village and are done at no charge to our residents. Only those services/products that are specifically requested to be done outside the scope of policy will incur a charge (see FEE SCHEDULE). Examples of incurring such an additional charge are requesting additional landscaping, shelving, upgrades, etc.

If you are in need of maintenance services, whether routine repairs/upkeep or specially requested services that incur a charge, please turn in a maintenance request via the Village website ([www.mvlife.org](http://www.mvlife.org)) or the Receptionist (417-833-0016 ext. 0).

## **MARANATHA VILLAGE CHOIR**

The Village offers its residents an opportunity to minister through music by way of the Village Choir. The choir rehearses throughout the year for two major holidays, Easter and Christmas. They present their ministry of music in the Village Chapel for each of these two holidays. If you are interested in joining or would like more information, please contact our Chaplain (417-833-0016 ext. 1190).

## **MARANATHA VILLAGE VOLUNTEER OPPORTUNITIES**

There are many opportunities to volunteer in the Village. We have active volunteers serving in various capacities: mail delivery, activity helper, friendly visitor, special music offerings, etc. If you would like to receive further information, please contact the Independent Living office (417-833-6104 or 417-833-0903).

## **NEWSLETTER**

The Village publishes a monthly newsletter called the Messenger that comes out the end of each month. The Messenger is distributed to the Community Center, Business Office and Northwood Apartments. A digital version is available through e-mail to those who request it. If you would like to receive the Messenger via e-mail, please contact the Assistant Director of Independent Living (417-833-6104) with your e-mail address.

## **NORTHWOOD APARTMENTS**

If you live in Northwood Apartments please see addendum included in this handbook for policies and information specific to living in the Northwood Apartment building.

## **NURSING CARE AND EMERGENCY RESPONSE**

The Village provides **emergency** nursing response 24 hours a day by calling 417-838-9797. A charge will be incurred (please see the fee schedule for details) for any visit from nursing that does not result in an emergency trip to the hospital. You may also have your blood pressure checked, temperature taken, etc. free of charge at either of the 2 nursing stations located in the Lodge or at Premier Rehabilitation at any time.

## PARKING POLICIES

- Please avoid parking at any red curb. These are fire lanes and must be kept clear for emergencies.
- Do not park in any grassy areas.
- No parking within 50 feet of the island dividers on Heritage Avenue, Trinity Drive and Bethany Drive at any time in order to accommodate buses and emergency vehicles.
- No parking on the street at any time from December 1 to April 1 in order to ensure public safety during these months of possible snow and ice removal.
- No parking of boats, trailers, etc. in the driveway or street; they must be parked in the recreational parking area; call the Director of Independent Living (833-0903) for more information on the recreational parking area.
- Residents are permitted to have and maintain a maximum of two licensed motor vehicles per household.
- Parked vehicles that will not be used for several days cannot be parked in the street. If you have a vehicle that must be parked for more than a day, please call the Independent Living Services Director (833-0903) to make arrangements for parking at the back of the Community Center or Village Chapel parking lots.
- For your convenience there is designated RV parking. *Please see RV PARKING for further information.*

## PET POLICY

Incoming residents with a pet prior to moving into the Village are allowed one small pet per household of 30 lbs. or less with payment of a **\$500 non-refundable pet fee**. A current copy of your pet's vaccinations must be provided yearly to the Independent Living office along with a current photo of your pet. We also ask that you notify the Independent Living office (417-833-6104) if/when your pet passes away. Once the pet has passed away residents may choose to replace their pet. If resident chooses to replace their pet, they must contact the Independent Living office and provide a current copy of their vaccinations and photo. **No pets are allowed to residents of Northwood apartments.**

**Please take note of the following responsible pet owner guidelines.**

- Your pet must be leashed at all times when outdoors whether on a walk or potty break.
- Please do not allow your pet to leave waste in or on any shrubbery or flowers in order to keep our landscaping looking beautiful and alive.
- Please clean up pet waste...do not leave for someone else to find.

## **Nuisance Pets**

No pet will be allowed to become a nuisance or create any unreasonable disturbance. Nuisance behavior includes pets that make noise continuously and/or incessantly and pets that exhibit aggressive or other dangerous or potentially dangerous behavior. Upon report/complaint of a nuisance pet the resident will be issued a written warning to correct the behavior. If another report /complaint is received within 6 months a second written warning will be given stating that any additional complaints will be followed up with a notice giving the resident 30 days to permanently remove the dog from their home or any Village property.

## **PHOTOCOPIES**

Photocopies are available at the Community Center and Business Office during regular office hours. Photocopies can also be made at any time in the Library located on the 2<sup>nd</sup> floor of Northwood Apartments AB building. If you are having copies made at the Community Center or Business Office, there is no charge for 5 pages or less. If you desire more than 5 pages there will be a per copy fee. Associated fees for copies made at the library are posted at the library.

## **POWER OUTAGE**

Should there be a sustained power outage during the winter months any resident who so desires may stay in the Lodge or Premier Rehabilitation due to the presence of generators in these buildings. You may come by your own transportation if able to do so safely without endangering yourself. In the event you need assistance getting to the Lodge or Premier buildings please call the receptionist (417-833-0016 ext. 0).

## **RENTERS INSURANCE**

As a resident you are not required to have renters insurance. However, there are benefits of protecting your personal belongings if you so desire to purchase a plan from an insurance provider of your choice.

## **RV PARKING**

A designated area for parking RV's belonging to residents is available in the Village. The RV parking area is for RV's/5<sup>th</sup> Wheels only unless otherwise approved by Administration; boats will be given consideration as space is available. All RV's must be registered by contacting the Director of Independent Living (417-833-0903) and are required to park in the designated area with the exception of loading and unloading. Please limit street parking for loading and unloading to 2 days each. Each household is permitted to have one RV that must be moved periodically (RV parking area is not to be used as storage for any unused RV).

## **SATELLITE PROVIDERS**

Satellite dishes are not to be installed on any unit or in any yard. They may be installed only if the satellite provider can do an installation in the attic. Cable service is provided to each resident unit.

## **SECURITY**

Village security is provided by Midwest Security. Midwest provides highly trained and fully equipped professionals to protect both residents and property. They patrol during the evening and overnight hours with a marked car and armed officer. If you need to contact them for a security matter, you can reach them at 417-866-1446.

## **SNOW REMOVAL**

Maranatha grounds/maintenance staff will shovel walks and driveways once snow/ice has stopped falling. If you have a medical appointment or emergency that requires you to need assistance before snow/ice has stopped falling, please make your request by calling 417-833-0016 ext. 0.

## **SOLICITATION POLICY**

The Village has a strict no solicitation policy and will never give authorization to any solicitor to call or come to your home. If anyone comes to your door soliciting goods and/or services, please let them know of this policy and notify the Business Office (417-833-0016 ext. 0) as soon as possible.

## **TORNADO WARNING**

In the event of a tornado warning there are three designated tornado shelter locations within the Village. If you determine you have time and it is safe to relocate you may take shelter in the lower level of the Community Center, the Northwood Activities Room located on the lower level of C building, or the lower level of the Lodge.

## **TRANSPORTATION TO CALENDAR EVENTS**

The Village offers transportation to most events included in the monthly newsletter. When requesting transportation please contact the Assistant Director of Independent Living (417-833-6104) to be placed on the appropriate list. If the event you are requesting transportation for has reached capacity, you will be put on a waiting list. If openings become available, those on a waiting list will be called in order of placement on the list to be notified of availability. If you make a reservation for event transportation and must cancel you will be

charged \$10 if cancellation is not made more than 24 hours in advance. All in-town trips must have a minimum of 12 passengers per bus and all out-of-town trips must have a minimum of 20 passengers per bus in order to make the scheduled trip. This excludes all service-oriented trips i.e. Wal-Mart, Battlefield Mall, funerals, voting and all on campus events. In addition, on all non-service-oriented trips a voluntary contribution will be collected on the bus to help cover the expense of gas and labor.

## **VACATE POLICY**

Any resident planning to vacate their unit must give written notice at least 60 days prior to vacating to the Director of Independent Living (417-833-0903) along with a forwarding address. In addition, all keys, garage door openers and fobs must be turned in to the Independent Living Office at the time of departure. If these items are not returned the replacement fees will be deducted from the deposit. Any items not returned will be subject to a replacement fee.

## **VILLAGE SALON**

For your convenience there is a privately contracted beauty salon available to all residents. The Village Salon is located in the Community Center and provides hair and spa services to both men and women. To make appointments and/or obtain pricing information please call the salon (417-327-9483).

## **VILLAGE THRIFT SHOP**

The Village Thrift Shop, known as the Maranatha Mall and operated by Maranatha Volunteers, is open once a week in the lower level of Assisted Living. The Village Thrift Shop has a variety of items, everything from household items and dishware to room furnishings and clothes. All proceeds benefit our long-term care residents. Please see the monthly newsletter for additional information and regular hours of operation.

## FEE SCHEDULE

COMMUNITY CENTER CATERING.....	Information available from Food Services Director
COMMUNITY CENTER ROOM RENTAL (NO CATERING).....	<b>No room rental fee for resident use</b>
.....	\$100 for Activities Room (non-resident)
.....	\$50 for Overflow Room (non-resident)
.....	\$350 for Dining Room (non-resident)
.....	\$25/hour security fee when children under 18 present
.....	\$250 deposit required of all room rentals (refundable contingent upon damages)
FOB REPLACEMENT.....	\$10
GARAGE DOOR OPENER REPLACEMENT.....	\$60
HOSPITALITY SUITE .....	\$60/night
HOUSEKEEPING .....	\$27/hour
INTERNET .....	\$50/month
LAUNDRY.....	\$46/month for once-a-week service
.....	\$0.50 per wash/dry for coin operated service
MAINTENANCE.....	\$30/hour for personal maintenance services
MEALS .....	\$204/month one meal a day 5 days a week
.....	\$255/month one meal a day 7 days a week
.....	\$388/month two meals a day 7 days a week
.....	\$581/month three meals a day 7 days a week
.....	\$10.00/meal for residents or guests not on meal plan
NURSING .....	\$30/hour for non-emergency services
PHOTOCOPIES .....	\$.05/page for more than 5 copies

## PHONE NUMBERS AND EXTENSIONS

Maranatha Village.....417-833-0016

Maranatha Village Receptionist.....417-833-0016 ext. 0

**Receptionist hours: Monday-Friday (8:00 a.m.-8:00 p.m.) Saturday (9:30 a.m.-6:00 p.m.)**

<u>NAME</u>	<u>POSITION</u>	<u>EXTENSION</u>	<u>ALT. PHONE</u>
Anderson, Julia	Director of Dining	1140	
Gaines, Sherry	Director of Independent Living	1380	417-833-0903
Hall, Darrell	Central Supply	1136	
Hardel, Di'Anna	Director of Resident Services	1270	
Massey, Lora	Assistant Director of Ind Living	1383	417-833-6104
Miller, Brian	CEO	1100	
Morgan, Marla	Social Services	1171	
Newman, Stephanie	Director of Activities	1181	
Ngwendson, Vivian	Director of Healthcare Services	1231	
Oberg, Shawn	Chaplain	1190	
Ramirez, Lisbeth	Beauty Salon	----	417-327-9483
Randolph, Paul	Director of Facility Services & Capital Projects	1350	
Reinold, Jeff	Chief Financial Officer	1111	
Spranger, Diana	Executive Assistant	7819	

**Midwest Security ..... 417-866-1446**

**Medical Emergency.....911 or 417-838-9797**

**Maintenance Work Order .....417-833-0016 ext. 0**

**Community Center Kitchen ..... 417-833-0016 ext. 1343**



## LOCAL PHONE NUMBERS OF INTEREST

AT&T.....	800-288-2020
City Utilities Transit Services .....	417-831-8782
Integrity Home Care & Hospice.....	417-889-9773
License Bureau (149 Park Central Square) .....	417-869-5100
License Bureau (1002 S Glenstone-corner of Glenstone & Grand)...	417-831-2600
License Bureau (319 Battlefield Rd STE P).....	417-319-1005
Mediacom.....	1-855-633-4226 or 1-800-379-7412
Northview Senior Center (301 E Talmage St) .....	417-837-5808
OATS (Older Adult Transportation Services) .....	417-887-9272
Post Office .....	1-800-275-8777
Public Information Office (General City Government) .....	417-864-1000
Senior Age.....	417-862-0762
Social Security Administration (1570 W Battlefield).....	417-866-0630
Taxi Services	
All Around Cab.....	417-536-3333
Red Taxi of Springfield .....	417-894-4876
Springfield Royal Taxi.....	417-733-3701
Springfield Yellow Cab .....	417-862-5511

# NORTHWOOD APARTMENTS POLICIES

## BIRD FEEDERS/FLOWERS

As residents of the Northwood Apartments, you may hang bird feeders and plant flowers on your deck. However, we ask that you please be courteous to neighbors living below you and place rugs under bird feeders to catch the seed and trays designed to catch water under plants and flowers.

## FOB ACCESS

Northwood Apartments is locked each day for your security during evening and nighttime hours; please refer to posted signs at the lobby doors for specific hours. As a resident you will be able to access the front lobby doors of each building and the back entrance of C building during those hours with the fob you were issued as a Northwood resident. To enter the building through one of these doors simply hold your fob in front of the black box next to the door. Your fob is not needed in order to exit the building. However, you will ALWAYS need to have your fob with you in order to enter the building. Only one fob can be issued per resident; family members may access the building through any of the exterior doors that access a stairwell with your apartment key. If you need additional apartment key(s) you may request one by turning in a work request (417-833-0016 ext. 0 or [www.mvlife.org](http://www.mvlife.org)).

Also, if you have any deliveries, such as pharmaceutical deliveries, or visitors arrive after hours posted you will need to meet them at the lobby door.

## GARAGES

There are a limited number of garages available to the residents of Northwood Apartments with a car and valid driver's license. If you would like to obtain a garage, please contact the Independent Living Services Director (417-833-0903) to inquire about availability and/or be placed on the waiting list.

## INTERNET ACCESS

High Speed internet access is available to our residents through our Village television provider. If you choose to purchase internet through Maranatha, simply turn in a work request for internet installation. You will be billed through Maranatha Village and pay a monthly internet service fee (see FEE SCHEDULE). This service is provided on a monthly basis and may be cancelled at any time. Residents are free to choose the internet provider of their choosing. **Please note that Mediacom services are NOT available to Northwood residents.**

## **NORTHWOOD ACTIVITIES ROOM**

The Northwood Activities Room is used for several regularly scheduled activities (please refer to monthly newsletter/calendar for specific activities) on a weekly and/or monthly basis. If you would like to use the Northwood Activities Room for any unscheduled activity or personal event please contact the Independent Living Services Assistant (417-833-6104) to schedule your activity or event. In addition, as residents you may gather in the Northwood Activities Room to socialize, play piano/games, etc. at any time the room does not have a scheduled activity or event. However, please be courteous to those who live in the apartments nearby and not have loud social gatherings during the early morning or late evening hours.

## **PET POLICY**

No pets are allowed in any Northwood apartment other than visiting dogs that must adhere to policy (see VISITING DOG POLICY).

## **STORAGE AREAS**

For your convenience each resident of Northwood Apartments has a designated storage unit assigned at time of move-in (occupying a garage for your car does not allow for a second unit) and it will be labeled with resident name or apartment number. If you choose not to use your storage unit, it must remain empty and not be shared with any other resident in order to maintain equality to all residents of Northwood Apartments. Please keep all storage items inside the designated storage area. Anything left outside the designated storage area is considered a general safety and fire hazard and may result in loss of belongings. Also, balconies/patios are not to be used for storage as they are considered emergency exits and are a fire hazard. If you have any questions regarding your storage area, please contact the Independent Living Services Director (417-833-0903).

## **TORNADO WARNING**

In the event of a tornado warning the designated tornado shelter is the Northwood Activities Room located on the first floor of C building.

## **VISITING DOG POLICY**

Visiting dogs must be on a leash and be accompanied by their owner at all times while on the grounds and in the building. Please be sure that all dog waste is picked up and not left for others to step in. Please note that visiting dogs must NOT have overnight visits.

# NORTHWOOD FIRE SAFETY GUIDELINES

Each resident should familiarize themselves with all fire safety procedures (i.e., closest exit to escape the building, elevators do not work when fire alarms are sounding and must use stairways to exit, etc.).

The following is provided to you for your safety. If you have any questions, please contact the Independent Living Services Director (833-0903).

## General Guidelines:

### 1. Buddy System?

Answer: The person across the hall is your buddy. If no one lives across the find another buddy living nearby. Check on and assist each other in an emergency.

### 2. Where to exit?

Answer: Go to your nearest exit whether it be the front, back or side of the building. The balcony is the option and only use if your exit is obstructed (fire, etc.)

### 3. Rendezvous Place?

Answer: AB Building - Grassy area to the left as you exit from the lobby (SE side of building). Do not stand on any paved area in order to avoid emergency vehicle traffic.

C Building - Grassy area to the right as you exit from the lobby (SW side of building). Do not stand on any paved area in order to avoid emergency vehicle traffic.

### 4. Treat every Alarm as an actual fire.

### 5. Practice going to your exit in the dark

Answer: If there is no electricity emergency lights will come on. Should these fail you will need to know your path to safety in the dark. It is recommended that you have a flashlight located along your path of escape from your apartment.

## “What If” Questions:

### 1. What if you can't exit into your hallway because of fire – what do you do?

Answer: Exit to your balcony with your cordless phone or cell phone if you have one.

### 2. What about severe weather – can we stay inside the building?

Answer: In severe weather you may remain in the entrance lobby or at an exit door and wait for the Fire Department to arrive unless there is imminent danger.

### 3. What if I'm in the shower?

Answer: Cover yourself and exit immediately.