

# Welcome



Bayley Village  
Resident Handbook



# BAYLEY VILLAGE RESIDENT HANDBOOK

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Welcome	4
Our Mission	4
Philosophy	5
<b>Village Policies/Practices/Activities</b>	
Activities	6
Biannual Maintenance Inspection	6
Appliances	6
Automobiles	6
Boats/RVs/Campers	6
Cable	6
Check-in	6
Children	7
Clutter	7
Conference Room Reservations	7
Contributions/Sharing of Gifts	7
Cottage Damages	7
Decorating	7
Disaster Preparedness	8
Emergency	8
Exercise & Recreation	8
Bayley Fitness Club	8
Pest Control	9
Flags	9
Trash and Recycling	9
Garden Areas	9
Grills	9
Home Services	9
Hours of Operation	10
Lake/Park	10
Learning	10
Mail Service	10
Maintenance	10
Meals	10

Monthly Fees	11
Outside Ornamentation	11
Painting	11
Parking	11
Pets	11
Phones	12
Priority Placement	12
Refund Policies	12
Religious Services	12
Security	12
Smoke Detectors	13
Snow Day Procedures	13
Solicitation	13
Speed Limit	13
Tornado Procedures	13
Transportation	13
Utilities	13
Vacation	13
Visitors	13
Volunteer Opportunities	14
Walking Trails	14
Wall Hangings	14
Window Coverings	14
<b>Phone Numbers</b>	
Bayley Numbers	15
Area Phone Numbers	16
<b>Genesis of the Village</b>	17-21
<b>Notes</b>	22-23

Appendix  
1 - Safety & Disaster Preparedness Policy - Village



## **WELCOME TO BAYLEY VILLAGE**

We are so glad you're here!

The Sisters of Charity have provided significant health care, education, and social services to the Cincinnati area for many years. We, at the Bayley Village, intend to carry on this Sisters of Charity tradition in the service to our residents.

This handbook is designed to help answer some of your questions.

If your answers are not found in this book, please don't hesitate to call the appropriate department, as outlined in the following pages.

This booklet gives information about operational policies, activities, resources, and contacts. There is a wide variety of interesting opportunities and we encourage you to try any that appeal to you.

Getting re-acquainted with old friends and meeting interesting new people is a plus at the Village.

We hope by your joining and participating in this Community, you too will find it a comfortable, pleasant, and satisfying place to live.

## **MISSION STATEMENT**

Bayley Senior Care provides a continuum of care for seniors in a Catholic/Christian environment. As founded by the Sisters of Charity, we strive to provide compassion and quality of life to those we serve. Our commitment is rooted in the values of respect, honesty, and excellence.

## **PHILOSOPHY**

We believe the senior care ministry is a valid expression of the mission of the church today.

We believe in a holistic, integrated ministry that contributes to the well-being of seniors regardless of race, color, national origin, creed, sex, and socio-economic status.

We believe in the sacredness of each person, and reverence of the individual striving for self-determination of each state of life.

We believe in providing innovative quality services and programs that contribute to the well-being of the whole person.

We believe in the value of transitional services, which nurture independence and are responsive to the unique needs of seniors.

We believe in our responsibility to speak and respond to issues related to the rights of seniors and to effect changes within society which leads to a fuller life for all seniors.

We believe in those values, principles and goals inherent in the medical-moral teachings of the Church.

We believe professional excellence and competence should be pursued by all persons giving care and services.

We believe professional excellence and competence are basic to all programs designed to enhance the delivery of senior care services.

We believe in the responsible stewardship to maximize use of resources.

We believe in effective leadership to develop creative, integrated forms of service.

We believe that education, training and research are important aspects of improving the quality of life and should be carried out in a manner which recognizes an individual's privacy, dignity, and lifestyle.



## Village Policies/Practices/Activities

Violations of the policies listed herein will be subject to review and resolution by Bayley Administration on a case-by-case basis.

**Activities:** A variety of social, educational, and volunteer activities are available to the residents of the Village, such as Game Night, Happy Hour, Ladies' Lunch, Men's Lunch, etc.

In addition to the regular schedule, there are parties, picnics, cookouts, games, and day trips to places of interest.

Refer to the monthly calendar, which is placed in your Wellness Center mail slot, for details on each event. The calendar comes out on the first of each month. This information will be in the Resident and Family Portal as well.

**Biannual Maintenance Inspection:** Each cottage will undergo a biannual inspection of Village-provided structure and equipment, such as furnace filters, smoke detectors, etc.

**Appliances:** The Village will provide and maintain major appliances.

**Automobiles:** Resident automobiles should be in proper working condition. To ensure a lovely community, please avoid any automobiles that might be a possible eyesore.

**Boats/RVs/Campers:** Such vehicles should be parked in the resident's garage or stored off-site at the owner's expense.

**Cable:** Residents may obtain cable service with a local cable provider. Each resident is responsible for cable-related charges. All cottages are cable ready. Satellite dishes are permitted but check with Bayley Administration, at 513-347-5520, before installing. Cable companies must clean up after themselves, including maintaining the cable utility boxes they may open.

**Check-In:** A daily check-in button is linked to your emergency response system to provide additional resident safety and security. Please push the "daily check-in" button located in the master bathroom each morning between 5:00am and 11:00am. If you have not checked in by 11:00am, the Reception Desk at Bayley will call your home. If no answer is received, Bayley Security will come to your home to check on your safety.

If you will be away from your cottage overnight or between the hours of 5:00am and 11:00am, please notify the Bayley Reception Desk at 513-347-5500 in advance.

Time away from the cottage, such as vacations, hospital stays, etc. should also be reported to the Bayley Reception Desk.

**Children:** Children under the age of 18 must be supervised at all times. Children are not permitted to use the Fitness Center.

**Clutter:** To ensure a lovely community, the exterior of each cottage should be kept free from clutter. For the safety of the resident, the interior of each cottage should be kept free from clutter as well.

**Conference Room Reservations:** Residents may reserve rooms within Bayley and the Wellness Center for private parties or functions subject to availability and some fees apply. Please call 513-347-5500 for assistance in reserving an available room.

**Contributions/Sharing of Gifts:** Charitable giving plays an important role in the lives of many people. Making a gift to Bayley is a way that a donor can invest a portion of his/her resources in the future of our efforts here, and also realize possible tax benefits. There are many types of planned giving vehicles that enable a donor to remember his/her favorite charity through effective estate planning. Honorariums and memorial gifts are meaningful ways to preserve the memory of a loved one or add significance to birthdays, graduations, anniversaries, or other special occasions. For more information about charitable giving or memorial gifts, please contact the Bayley Development Department at 513-347-5735.

**Cottage Damages:** If a resident moves out of a cottage leaving extensive damage to the interior and/or exterior, the Village reserves the right to withhold a portion of the resident's initial entrance fee in an amount equal to the cost of repairs.

**Decorating:** After taking occupancy, if residents desire colored paint, stenciling, etc., they are responsible for purchasing supplies and doing the work themselves. Residents are permitted to hang a wallpaper border, but full wallpaper covering is not permitted. When refurbishing a cottage for the next occupant, Bayley will charge to remove wallpaper borders or excessive paint.



**Disaster Preparedness:** See Appendix for Safety and Disaster Preparedness Policy written specifically for the Village. It addresses procedures for Community Events, Severe Weather, Fire, Individual Cottage Events, and Medical Emergencies.

**Emergency:** There are emergency response buttons and a pendant located within each cottage. When an alarm is activated it will notify the computer located at Bayley Gardens desk and the Security cell phone. Each cottage has an emergency strobe light above the garage that will activate when the emergency response system is triggered to provide direction for emergency assistance providers. Bayley staff will call the resident immediately. If the resident does not respond to the call within 5 rings, Security will be dispatched and 911 will be called. The pendant provides this same service except that it is on a neck chain making it portable. It covers the Village campus area east of Bender Rd. Carrying it with you when ambulating, inside or outside, should be a consideration. We encourage the buddy system when ambulating outside. Each pendant is electronically connected to your address.

The call system pull-cords in the cottages have battery backups and the necklaces run on batteries both will work in the event of a power outage. If the power goes out at Bayley and the generator kicks in, the system will still work since the computer is in the Gardens Unit at Bayley and on emergency backup power.

**Exercise/Recreation:** Programs and equipment are available at the Fitness Center. Residents may also participate in lifelong learning programs such as Bayley U.

**Bayley Fitness Club:** Promoting health and wellness for mature adults who live in the Cincinnati area. There are a variety of programs designed to keep you active and fit. A monthly schedule of programs and information on fitness is available at the Wellness Center and on the Resident and Family Portal. As a resident of the Village, you are automatically a member. However, to be able to use the pool and exercise equipment, you must complete an application and medical health history consent form available at the welcome desk of the Wellness Center (513-347-1400). We also encourage you to stop by the welcome desk to register as a member and to obtain a scan card to sign into all classes and events.



**Pest Control:** Routine preventative maintenance is performed annually to the outside of the cottages. If residents have an insect problem in their cottage, a work order should be submitted to 513-347-5600, Option 3. The order will be directed to Environmental Services who will schedule with the pest control expert. If the problem is due to fleas from a pet, the resident is responsible for the pest control charge.

**Flags:** Residents are allowed to have American flags in their yards, but they must be displayed properly. Call Bayley Administration at 513-347-5520 for prior approval.

**Trash and Recycling:** *Trash* - To comply with our waste collection services contract, please use trash cans and line them with a large (32-gallon) trash bag before placing any other smaller bags or loose items in the can. Trash cans should be placed directly outside your garage door each Wednesday evening or early Thursday morning. The trash service will walk up your driveway to collect your trash bag(s) from the can. Please remember to store your trash can in the garage at all other times to avoid attracting wildlife.

*Recycling* - There are recycling receptacles at Village gatherings at the Wellness Center, and there are blue recycling bins on the back dock of the building as well. Please use caution in this area as it is an active dock.

**Garden Areas:** Residents may add seasonal flowers to their existing landscape. Vegetables may be planted along the side or back of the cottage. Any additional plants must be approved by Bayley Administration at 513-347-5520 and maintained by the resident. All plantings should be in the mulched areas about 12" from the grass line, so as not to interfere with the grass cutting.

**Grills:** Residents may use gas and electric grills only. The grill must be outside and closely supervised at all times while in use.

**Home Services and Adult Day:** Bayley Home Services is an in-home, fee-based assistance program offered to Village residents as a way to ensure an individual's needs are met while still maintaining the freedom he/she desires. Bayley Home Services provides private pay, non-medical care. We can help with personal care assistance, laundry, medication reminders, and light housekeeping.

*For more information or to schedule an in-home service appointment, call 513-347-4168. Bayley also offers a robust Adult Day Program for individuals as well. Adult Day is open Monday through Friday, with both full and half-day options. For more information about Bayley Adult Day, please call 513-347-5440.*



**Hours of Operation:** Staff members for the Village will be available during normal business hours (Monday thru Friday 9:00 a.m.-5:00 p.m.). If residents have a concern or question outside of business hours, they may call the Reception Desk at Bayley at 513-347-5500.

**Lake/Park:** All guests should be accompanied by a resident when enjoying activities at the lake and/or park. The Village is not responsible for injury to a resident or visitor occurring as a result of negligence or lack of supervision on the grounds of the Village.

**Learning:** We offer programs such as Bayley U. that are non-credit educational opportunities for lifelong learners. There are no exams and no grades, only the opportunity to learn for the fun of it. Courses include a variety of wellness-related topics at a low cost. Informational brochures and registration packets may be found at the Welcome Desk of the Wellness Center.

**Mail Slots:** There are mail slots for each address located in the Wellness Center for in-house mail. These are referred to as “Wellness Center Mail Slots.” Please check your mail slot on a regular basis for campus information. Also visit the Resident and Family Portal for updates.

**Maintenance:** If an emergency maintenance situation arises in the evening or weekend, please call 513-207-0954. For routine maintenance requests, please call 513-347-5600, Option 3, to place a work order. Most work orders will be responded to within 48 hours of the request. Major emergencies will take precedence over non-emergency requests.

**Meals:** Lunch and dinner delivery are available to your cottage Sunday through Saturday! Lunch is served 11:00am-1:30pm and dinner is served 4:30pm-6:00pm. Call food services 2 hours in advance at 513-347-5516. Ask for a Supervisor to place the order and let them know the day, date, type/number of meals requested. They will also need your address and phone number in case there is any confusion. If you need to cancel, call 513-347-5516 and ask for a Supervisor.

**Monthly Fees:** Automatic checking account deductions will be completed using ACH. Contact the Business Office 513-347-1407.

**Outside Ornamentation:** Small garden ornamentation is permitted within the landscape (mulched area). Large ornamentation such as flags (see Flags in table of contents), awnings, window boxes, and plastic brightly colored lawn decorations are not permitted. Bird feeders are permitted as long as they do not interfere with lawn maintenance and neighboring areas. Christmas decorations should not be attached to the outside structure of the cottage.

**Painting:** Routine painting of cottage interiors using a selection from our approved color palette will be scheduled as needed. Residents may request painting if they feel there is a specific need. Bayley Administration will evaluate the situation and make a decision. Call 513-347-5600 to submit a request for further information.

**Parking:** Residents must park their vehicles in their garage or driveway. Visitors may use the additional Village parking spaces, Wellness Center, or Bayley parking spaces. If it is necessary to park on the street for a short time, please avoid parking next to mailboxes or directly across from driveways. No overnight parking is permitted on the streets. Parking on Mattingly next to the Wellness Center is not permitted.

**Pets:** Residents who own a family pet are welcome to bring the pet. Bayley discourages the purchase of new pets. All dogs must be leashed and cats are not permitted to roam free. No fences are permitted. A picture I.D., shots, and vaccination records will be needed and must be kept up-to-date. A responsible party is to be named as a backup to the resident pet owner in the event emergency or custodial care of the pet is needed. Residents are required to scoop up and bag all “droppings.” For your convenience, two pet waste stations with bags have been installed in the Village. A one-time nonrefundable fee is charged per cottage with pets, and an agreement of understanding must be signed. Residents are allowed two dogs or up to two cats per unit. Some size restrictions do apply. Pets must be crated in order for staff to enter your cottage. As a courtesy to your neighbors, pets also must be quiet while inside your cottage and throughout the community.



**Phones:** Residents must provide their own telephone service. There are telephone jacks provided throughout the cottage for your convenience. See the Utilities section.

**Priority Placement:** Residents of the Bayley Village are considered for priority placement within Assisted Living or Nursing at Bayley and Bayley Adult Day Program over individuals from the outside community at large. If appropriate accommodations are not available, the staff will assist in procuring other services until accommodations become available.

**Refund Policies:** If a resident moves out within the first year – the refund calculations are as follows:

- Resident moves out between Month 1 – Month 3: Resident receives 70% of Entrance Fee back plus 75% of Bayley’s 30% Portion
- Resident moves out between Month 4 – Month 6: Resident receives 70% of Entrance Fee back plus 50% of Bayley’s 30% Portion
- Resident moves out between Month 7 – Month 9: Resident receives 70% of Entrance Fee back plus 25% of Bayley’s 30% Portion
- Resident moves out between Month 10 – Month 12: Resident receives 70% of Entrance Fee back & Bayley keeps their 30% Portion

**Religious Services:** Pastoral Care Services are provided to residents and families by Bayley Chaplains. Chaplains are in house Monday to Friday 8:00 a.m. until 4:30 p.m. To contact a chaplain for an immediate need (such as end of life services or anointing) after hours, call the office number at 513-347-5525 and further instructions will be given.

Residents of Bayley Village may attend any of the religious services offered at Bayley, including Mass on Monday through Friday and Vigil Mass on Saturday. Call Pastoral Care at 513-347-5525 for a detailed leaflet on days and times.

The bus is available on Saturdays to take you to the 3:00 p.m. Vigil Mass in our Enrichment Center at no charge. Just turn on your porch light by 2:00 p.m.

**Security:** As a service to the residents, Merchant Security patrols the Village area 24 hours per day on weekends and holidays, and from 3:00pm to 7:00am weekdays. Garage doors need to be closed by 11 pm or security will shut them. Security can be reached by calling 513-431-9194 from 7:00am to 3:00pm weekdays, and 513-207-0954 at all other times.

**Smoke Detectors:** Each cottage is furnished with smoke detectors that are connected to the emergency response system, as well as CO2 detectors to enhance your safety.

**Snow Day Procedures:** Snow removal will be done in priority order. Resident safety is our utmost concern. Roadways and emergency access areas will be cleared first. Driveways and individual walkways will be cleared next and salt products applied as necessary. Thank you for your cooperation in allowing us to remove all snow as quickly as possible.

**Solicitation:** Solicitation is not permitted within the Village. If a solicitor comes to your door, please call Merchants Security at 513-431-9194 from 7:00am to 3:00pm on weekdays, or 513-207-0954 after those hours, weekends, and holidays.

**Speed Limit:** The speed limit throughout the Village is 10 MPH. Please drive carefully at all times and observe all traffic signs.

**Tornado Procedures:** In the event of a tornado/severe weather warning, Bayley recommends monitoring the National Weather Service and encourages residents to seek shelter in their bathroom or storage closet. Refer to the Village Disaster Preparedness Policy, located in the appendix, for details.

**Transportation:** If in need of transportation for personal use, call 513-347-5540 at least 48 hours in advance to schedule an appointment. There are fees associated with the use of Bayley Transportation.

**Utilities:** Residents are responsible for their own Telephone, Gas, Electric, and Water bills. Bills for these utilities will be sent directly to residents, who are responsible for timely payment.

**Vacation:** Please notify the Bayley Reception Desk at 513-347-5500 when you are planning to be away from your cottage for an extended period.

**Visitors:** All visitors should be accompanied by a resident when enjoying activities on campus. Bayley is not responsible for injury to a resident or visitor occurring as a result of negligence or lack of supervision on the grounds. Residents will be held responsible for any damage caused by their guests. Visitors should abide by all policies. Visitors may not “live” with a resident in his/her cottage for more than ten (10) days at a time and no more than thirty (30) days in twelve (12) months, and must be pre-approved by Bayley Administration.



**Volunteer Opportunities:** There are many volunteer opportunities at Bayley, Bayley Adult Day, and Bayley Fitness Club. There are all kinds of things to do: Eucharist Minister, transporting people, visiting residents, clerical, gift shop sales, special projects, and much more.

- For Bayley, Bayley Adult Day, and Fitness Club volunteering info, call 513-347-5416.

**Walking Trails:** Please do not walk in the street. Use common courtesy when using the sidewalks and the inside and outside trails. You are responsible to clean up, if necessary, when walking a pet. Sidewalks and trails must be kept free of litter at all times. We encourage the buddy system when on the trails.

**Wall Hangings:** Maintenance is available to hang pictures, mirrors, etc. Call 513-347-5600, select Option 3 and place a work order.

**Window Coverings:** Residents may purchase window treatments of their choice along with the necessary hardware. The Maintenance staff will hang window treatments upon receiving a work order.

To maintain a uniform appearance throughout the Village, all window treatments must have a white or beige color facing the street. Small wooden window grids (dividers) are removable for cleaning but must be returned to the window to maintain the overall outside appearance.

## Bayley Phone Numbers

Bayley Administration	513-347-5520
Billing Information	513-347-1407
Medical Emergency	911
Pastoral Care Department	513-347-5525
Receptionist/Information (Bayley Front Desk)	513-347-5500
Transportation	513-347-5540
24-Hour Emergency (non-medical)	513-207-0954
Volunteer Services	513-347-5416
Wellness Center Front Desk	513-347-1400
Work Order	513-347-5600, Option 3

Note: A Village Phone Directory is available for your information and use. It is updated frequently, usually on a quarterly basis, and placed in your Wellness Center mail slot. If you do not want your phone number listed, please advise Bayley Administration at 513-347-5520.



### Area Phone Numbers

#### Delhi Township:

Emergency	911
Police Dispatch	911
Fire or Life Squad Dispatch	911
Administration Offices	513-922-3111
Senior Citizen Center	513-451-3560

AARP 1- 800 424-3410

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Altafiber 513-565-2210

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Bureau of Motor Vehicles 513-347-3440

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Catholic Social Services 513-421-7745

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Council on Aging (Cincinnati Area) 513-721-7670

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Delhi Public Library 513-369-6019

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Duke Energy 1-800-544-6900

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Metro Bus System 513-621-4455

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Metro Fare Deal Card 513-632-7540

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Ohio Department of Aging  
(Golden Buckeye) 1-800 282-1206  
1-800 422-1976

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Post Office 1-800-275-8777

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Voter Registration 513-632-7040

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Waterworks (of Greater Cincinnati) 513-591-7700





*The Village*  
at Bayley Place  
A nonprofit ministry of the Sisters of Charity

If a Village resident had turned off her TV and walked out on her front porch in the spring of 1867, she probably would have seen Mr. Biggs plowing his rolling fertile land with the help of his hard-working mule.

It was 1869 when the Sisters of Charity of Cincinnati bought the 100 acre Biggs Farm in rural Delhi. There they built their Motherhouse on the ridge overlooking the Ohio River.

Over time as more and more young women joined the order, and as more buildings were needed, they bought additional parcels of land. Now they own some 360 acres, including tracts of woodland on the ridge west of the Motherhouse. The land not occupied by the Motherhouse was farmed by hired men with the help of some of the younger sisters.

Since those early days the Sisters have assembled every four years for a Community Chapter. At these meetings the Sisters evaluate how the community is living out the specific vocation of the Sisters of Charity. At the Chapter of 1983 some Sisters proposed a response to the growing number of elderly people in this area. Committees were formed to investigate specific ways to take on this new work, and their findings were presented during the Chapter of 1987. There the community officially decided to move ahead.

There was a great deal of preliminary work to be done. The Sisters visited many other facilities to learn about the various possibilities. There were focus groups to discern the real needs of the older people. The Sisters talked with many different consultants, interviewed various planners, architects and contractors. They looked into possible conflicts with zoning regulations, and had town meetings with all the families who lived nearby. Only one man complained. He said his view of his farmland would be ruined! But when no serious obstacles appeared, the Sisters decided to use the land east of Bender Road to build a continuing care facility for senior citizens.

There was one bit of work to be done before construction could begin. The Sisters had rented the land to a man who kept cows in a large barn. He and they finally had to be evicted. The wood of the barn had weathered beautifully and a man from Indiana asked if he could have it. He dismantled the building and built a lovely home with it.



Construction was planned in three phases. The first building to go up, Phase One, was roughly the half of the Bayley Place closest to the Village. It opened in October of 1990 and was soon filled. In a short time authorization was granted for building Phase Two. This is the section of Bayley Place closer to Bender Road. It opened for service in July of 1995.

Phase Three included The Village, the Medical Center, and the Wellness Center. Construction of the Village began in July of 2000. Several designs were considered, one of which was the building of a three story apartment tower for independent living. But individual residences were seen as more compatible with the neighborhood. This construction was a major project. It required an enormous amount of earthmoving to convert rolling hills into streets and level places for homes and the Centers.

The 78 homes were to be built to standards above those required by the building codes – more sturdy and with heavier materials. The framing and roof trusses of Village homes were assembled at a factory, and the components of each home were delivered separately to each building site by truck. This required financing to the tune of some eighteen million dollars, with only the hope that residents would come

Just as the first residences were being completed, the attacks of September 11, 2001 occurred. Among many other terrible consequences, the stock market took a deep plunge. The Sisters saw the very real possibility that they would have these newly built expensive homes with no one able to move into them.

It was a time of high anxiety. But as everyone held their breath, the market slowly returned to normal and construction resumed.

Nora Hanseman was the first person to move in – September 27, 2001. She was surrounded by hundreds of men driving huge noisy machines, heavy trucks, countless dumpsters and acres of mud. But Nora hung tight.

Next resident was Omer Trippel and eventually we all followed. And it seems that every resident is very glad to be here.

*(Special thanks to Sister Mary Ellen Murphy, President of the Sisters during most of this time, who consented to a lengthy interview. And thanks to Sister Pat McQuinn who searched the archives for photos and printed them.)*



Sisters bringing in the hay



The old shed and henhouse - part of the henhouse is still standing near the Wellness Center.

The Village under Construction – December 2001



## **The Village Gets Organized**

By 2002, with the noisy machines, trucks, dumpsters, hammers, saws and mud gone, the Village took on a new life. What was left were landscapers, lawnmowers, moving trucks, re-arranging furniture, picture hanging, meeting new neighbors and getting rid of all those never-used items that could be stored in obscurity in the "house just vacated". The Village came to life in a different way. It was now becoming our new "home away from home".

Sr. Jeanne Roach, then President & CEO of Bayley Place, who managed this new brand of Retirement Living, was looking for a way to facilitate communication between residents and management, so she could get feedback from Villagers regarding their happiness and needs. At that time she consulted with Betty Malloy, a resident who had previous experience in this area, to assist her in developing such a "way". A nine (9) member Task Force of residents was then assembled (Betty as facilitator, Jim Brady, Jim Eversole, Guy Hess, Ken Horney, Linda Mahlmeister, Bob Maxwell, John O'Connor, Betty Panzeca); and the by-product of that task force was the Village Council concept we are currently living with as outlined in the Bayley Village Constitution and By-Laws. Ratification by the Bayley Board of Directors (SCSCC) took place on December 6, 2004. Life was Good!

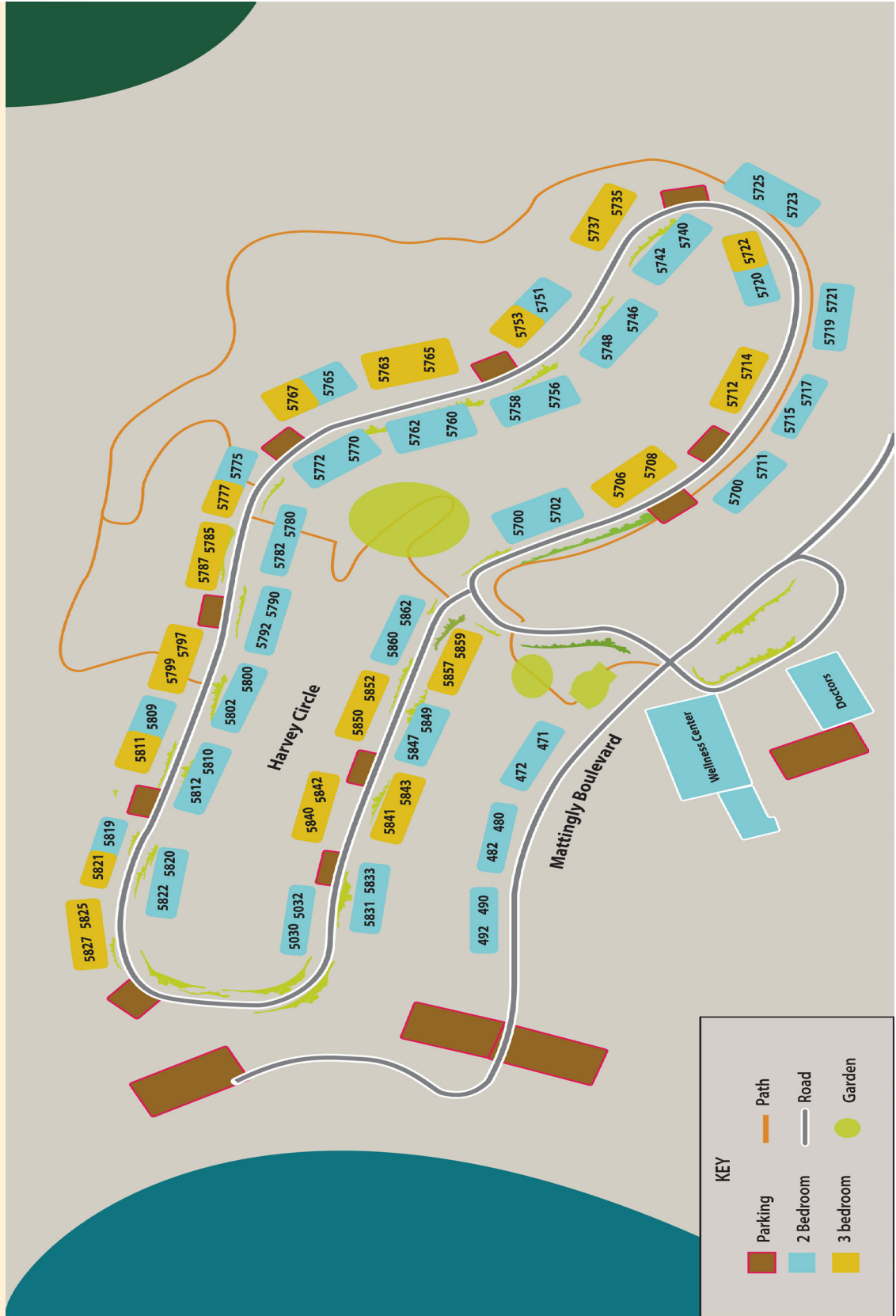


LIFE IN EVERY MOMENT



# Bayley Village

Life in Every Moment









**BayleyLife.org**