



Prairie Vista VILLAGE

Your Questions, Answered

We know that choosing a retirement community is one of the biggest decisions you'll make, for yourself or a loved one. It's natural to have questions... a lot of them! That's why we've created this FAQ booklet, to give you clear, helpful answers to the most common questions we hear from individuals and families just like yours.

From lifestyle options and care levels to dining, pricing, and daily life, you'll find honest, easy-to-understand information here. Our goal is to make your journey a little less overwhelming and help you feel confident as you explore what the right "fit" truly means for you.

Because this isn't just about choosing a place to live—it's about finding a place to thrive.

Our **Mission**

Our mission is to help seniors find purpose, passion, and joy in their lives each day.

Our **Vision**

We strive to offer the highest quality of care and want to be known as the best place for seniors.

Our **Values**

We're guided by the Five Precepts of Culture of Aging; Dignity, Quality, Choice, Respect, Community.

Background

Who are you owned by?

We are owned by Scenic Development LLC and managed by Pivotal Healthcare LLC.

Where is your home office located?

Overland Park, KS

Do you have any other communities in the area?

Yes, Kennybrook Village in Grimes & Cedar Ridge Village in West Des Moines.

What levels of care do you provide?

Independent Living, Assisted Living, Short-Term Rehab and Long-Term Care

How many units do you have in your community?

51 Independent Living apartments, 34 Assisted Living apartments and up to 46 in Short-Term Rehab/Long-Term Care rooms

Amenities

Are you pet friendly?

Yes in independent and assisted living. \$500 non-refundable fee, per pet. Limit of 2 pets per apartment.

Will my family have a place to stay when they visit from out of town?

Yes. If you have family or a friend visiting from out of town, we have a guest suite on site available to reserve. Reservations can be made with the concierge.

What are the visiting hours?

24/7, 365

Is there always a concierge at the front desk?

Monday – Sunday 8-4:30

Is there a hair salon?

Yes. There is two hairstylists available 3 days a week. You can book appointments at the front desk.

Are there daily activities to participate in?

Yes. We will have an Activity Director that will coordinate several activities each day based on the interest of the residents.

How many elevators does PVV have?

We will have 3 elevators, 1 in Independent Living, 1 in Assisted Living and 1 in the village center lobby.

What company provides cable and internet?

Cable: LodgeVision

Internet: Mediacom

Monthly Rental Info.

Do you have a buy-in or community fee?

We do not have an buy-in. We have a one-time non-refundable community fee of \$2,500.

Do you accept LTC insurance?

LTC insurances have different policies. We are happy to provide information requested by your insurance for payment of benefits. Payments with insurance are between the insurance and policy holder. We do not work directly with the insurance for payment of benefits.

Can I have my rent automatically withdrawn?

Yes. You will sign up through TransAct Care. If you need more information, stop at the concierge desk/ business office.

Do you require renters' insurance?

We do not require renters' insurance, but we highly recommend it.

Is there a financial credit check done with the application at PVV?

We do not require a credit check or financial background for our Independent Living and Assisted Living residents. We do require a financial review for Long-Term Care residents to verify there are two years of assets.

What if I decide to move out?

We require 30 day advanced written notice. Once belongings and keys are redeemed, billing stops.

Meals

What meals are served in each dining room?

Independent Living serves breakfast and lunch. Assisted Living and Healthcare serve breakfast, lunch and dinner.

Do I have options to choose from in the dining room?

Yes. There are two entrée options to choose from each meal. If neither of these interests you, we also have a classic fare with a twist menu to choose from.

What happens if I am gone during the noon meal?

Do I lose my meal?

No. You can ask for your order to-go and the dining staff will box it up for you, label it with your last name and date, and place it in the community room fridge for when you return.

What time are meals served?

Independent living breakfast is served from 7am-8:30am. Lunch is served from 11:30pm-1pm.

Assisted living breakfast is served from 8am-9am. Lunch is served from 12pm-1:00pm. Dinner is served from 5pm-6pm.

The Healthcenter breakfast is served from 7:30am-9am. Lunch is served from 12pm-1:00pm. Dinner is served from 5pm-6pm.

Parking

Do you offer covered parking?

Yes. Independent Living residents have attached and detached garages they can utilize for an additional amount per month. Spots in the garages are reserved and assigned. There are free parking spots on the outside of the building that are not assigned.

How many parking spots are available to reserve in Independent Living garage?

There are 36 total parking garages available. Spots are reserved by the date/time the apartment reservation was made.

How many spots in the parking garage can we reserve?

Each apartment reservation can reserve one parking garage spot based on availability.

Can we have a locker or store items in front of our parking spot in the garage?

We need to keep these areas clear. Any items for storage can be kept in the storage unit that is located in the detached parking garage area.

Transportation

How is transportation handled?

Prairie Vista Village will have transportation to doctor appointments for all levels of care, as well as weekly shopping trips within Des Moines area. Prairie Vista Village has a Van, Bus & a Ford Flex. You can set up transportation at the concierge desk.

Will I be able to use a scooter in the building?

The use of scooters in Assisted Living and the Healthcenter is evaluated by the therapy department for safety and determined if the person can use it within the building. There will be an agreement to sign for reimbursement of any damage done by scooter. In Independent living we do ask they not stored in the hallways.

Therapy Services

What if therapy services are needed to regain strength, but the resident lives in Independent Living/Assisted Living?

You would need to schedule a visit with your physician. You must have a doctor's order for Physical, Occupational and Speech Therapy. Then you would coordinate with the therapy director.

Nursing

What is your Medicare Star Rating?

5 Star *****

What were the results of your last survey?

Healthcare had a Good survey with no care tags, survey is available in Healthcare for review.

What diagnosis are we able to care for or not care for?

Our clinical team are involved in doing a comprehensive assessment in assisted living and healthcenter to make sure we can meet the needs of someone interested in our community.

Can I still get my medication from the VA?

Yes. If they come from an outside pharmacy and not our contracted pharmacy you will be responsible for refills but they can be sent to our building.

Non-Smoking

Is smoking allowed at PVV?

We are a tobacco-free campus including but not limited to electronic cigarettes.

Independent Living

Do first floor apartments have patios?

There are a few floor plans with decks/ patios apartments.

Do the filters for the furnace and batteries for the smoke detectors get changed by community maintenance?

Yes. Filters, batteries, and light bulbs are all checked and changed by PVV.

How is the trash taken out?

There are multiple trash rooms where IL & AL residents take their trash.

Where is the water heater and furnace located? Is it gas or electric?

The water heaters are in a centralized location in the building. The furnace is in the apartment.

The water heater is gas, and the furnace is electric.

Do you have someone available to help pack and unpack?

We have some great resources of professional companies that can help with downsizing, packing and unpacking. Please let us know if you'd like information.

Do you have anyone available to look at my furniture and advise what would fit in an apartment?

This is a service that a professional downsizing company can assist with. We can share our apartment layouts with them, and they can meet with you to discuss configuration of your furniture in the apartment. Please let us know if you'd like information.

What is light housekeeping in Independent Living? Dusting and Vacuuming included?

Light housekeeping includes: cleaning all kitchen appliances, kitchen counters, sweep/mop floors, vacuum carpets, wipe down fixtures, cleaning bathroom sink, toilet and shower.

Does not include: dusting, flipping mattresses, doing dishes, changing of linens or laundry.

Each resident will have a certain day and 30 minute timeframe each week that your apartment cleaning will take place.

Do you have someone available to connect phone, computer, hang pictures, etc.?

Our maintenance can assist with connection with of the cable. Phones will be through a third-party vendor and they will set them up. We do ask that family help with hanging of picture and curtains.

Do we need a shower curtain and/or rod?

Our showers will have a rod, but not the shower curtain. Residents will need to provide their own shower curtains.

Will there be ceiling fans?

There will be ceiling fans in the primary bedrooms.

What rooms will have TV connections?

There will be a cable drop in the bedrooms (dens included) and a cable drop in the living rooms.

Are there grab bars in the bathroom?

Yes. There are grab bars in the shower and by the toilet. More grab bars can be added but it is limited, and maintenance would assist with installation of any additional ones.

What is the height of the toilets?

The toilet height is 16 inches.

Can closet shelves be moved and additional shelving added?

Yes. Closet shelves can be moved, and you are able to purchase additional shelving which maintenance would assist in installation.

Is there a firewall between apartments?

Yes. There is a 2-hour firewall between the apartment and the hallway.

How tall are the ceilings in the apartments?

Ceilings are 9 ft.

What is the size of the door frames?

The door frames are 35 inches.
