



Valley Village
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Assisted and Supportive Living

Frequently asked questions regarding move in:

When will my admission take place after approval?

Once you have been accepted as a resident by Valley Village Management you will discuss a move in date. Admissions happen Monday through Thursday. This is to ensure we have physician orders and medications onsite which makes for a smooth transition into our care. On admission day the applicant and their legal representative must be present. We ask that you arrive at 10am. You will meet with Stewart Property Management to sign a lease, the Executive Director/Assisted Living Director to complete your admission agreement and the facility nurse to go over all your medical needs.

Is there any other paperwork to complete once my move in date is selected?

Yes, the nursing department will require medical information from both you and your physician. This packet will need to be completed and returned to the nurses prior to your move in date.

What will my address be and where will I receive my mail?

Your new address will be: 461 Grafton Road, Apt # ____, Townshend, VT 05353. Your mail will be delivered to the assisted/supportive living facility to your new mailbox located on the first floor. You will receive a key to your new mailbox on the day you arrive.



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When can I move my belongings in?

Once you have been accepted by Valley Village management as a resident, we will discuss and agree upon an admission date. You may start to move in your personal belongings prior to your admission date. However, you will be required to start payment for your apartment on that day.

What about telephone, television, and internet?

We do not supply these services. Consolidated Communications provides telephone and internet. Xfinity/Comcast provides telephone, television, and internet. You will need to contact one of these vendors to help you set up your services. Valley Village does not have an IT Technician to help you. You will need to have family or a friend help you with this.

What will happen on my admission day?

On admission day you will be greeted by the administrative assistant who will show you to your room and get you settled.

- Stewart Property Management will meet with you to help you sign a lease for the apartment.
- A nurse will meet with you to go over your diagnosis, medication, and your daily routine.
- The Executive Director or the Assisted Living Director will meet with you to sign your admission agreement.
- We will invite you to eat in our dining room for lunch and we will pair you with an appropriate tablemate to help ensure that you have a delightful dining experience.



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When will I meet the other staff?

A representative from the kitchen, housekeeping and activities will introduce themselves on the day of admission. This will give both you and each manager the opportunity to get to know each other. All other staff including maintenance and caregivers will make their way to meet you over the next few days after admission.

Can I hang things on the walls or from the ceiling?

Yes, you may hang pictures on the walls. You may not hang anything from the ceiling, and we do ask that you put in a work order for our maintenance technician to help with hanging larger heavy pictures and TV wall mounts. Otherwise, you and your family are responsible for installing curtain rods, pictures, etc.

Can I paint my apartment?

Sorry, but we ask that you not paint your apartment.

Can I put wall to wall carpet in my apartment?

Sorry, but to keep all apartments uniform, we do not allow for wall-to-wall carpet. You may however put an area rug down.

May I have a cat or dog?

You may have a cat if you can manage to take care of it by yourself. Our staff are not employed to take care of your cat. Dogs are not allowed. Ask for our pet policy.

If you have additional questions, please feel to reach out to us at 1-802-365-7190.

Thank you and Welcome to Valley Village!

Valley Village Management Team