



September 1, 2020

To: Residents

From: Paul Bartlett, VP of Senior Housing

Happy September! This week I would like to share with you some of the hard work and efforts our team has performed over the past several months here at St. John's Meadows and Brickstone by St. John's. The following are excerpts from a message I will be sharing with the staff members this week in lieu of our traditional semi-annual live employee chat.

For your review:

Due to the complications of COVID we have all worked hard to modify everything we do in order to keep the residents and ourselves safe. The following are examples of how we are adapting and improvising:

- Dining Services – continued meal delivery service and full dining room service, including the Café, at a safe social distance. The team here has been able to offer theme dinners and services to enhance the meal experience at both dining locations - WELL DONE Stacy and the Dining team!
- Social Recreation–fitness programs including seated and standing exercise, aquatic fitness, yoga and other fitness activities have resumed. Movies, travel logs, activity games have “safely” begun again. Thanks to Jennifer, Terry, Meghan, Jodi, and others who have breathed new life into our Social Recreation programs.
- Hawthorne continues to operate under the strict Department of Health guidelines. Nevertheless, to assist with the need for family connections, Kristen, Chris, Amy, Meghan, and the Hawthorne team have successfully facilitated visitation through the screened porch visits. One such moment included two granddaughters playing ukuleles and singing. In order to maintain a balance of healthy living, a variety of activities are provided by Meghan, meals are delivered by dining services, and all the remarkable daily care continues to be provided by the nursing and care staff. Great work keeps our Hawthorne residents safe and happy!
- Thank you to the leadership of Environmental Services, a piece of equipment was purchased that is designed to destroy viruses including COVID-19. Appropriately named “The Storm,” this machine will spray a fine mist over surfaces and kill all viruses within one minute. Along with all the other sanitizing measures the ES team performs daily, our community continues to be a safe environment to live and work in. Many thanks to Mildred and her remarkable team!
- Though not significantly impacted by COVID due to the outdoor work, Chad Stemmler and his landscaping team continue to enhance our grounds at Meadows and Brickstone. Major improvements to both communities make them look beautiful! Thanks for the hard work!
- Chantel Foster has had her hands full recently due to a number of new residents who have joined our community over the past several months. Restrictions have prevented Chantel from getting them all together for meet and greets and helping our newest members acclimate to their new home. Now that residents are able to gather at a safe distance, Chantel has been able to officially

welcome and introduce our most recent move-ins to staff members and help them familiarize themselves with all the amenities we have to offer.

- Due to the virus, resident move-ins became somewhat scarce in the earliest months of the pandemic. Thanks to the sales team of Dawn, Stephanie, Cindy, and Mandy, we are making great strides in bringing our occupancy back to previous levels. This team's ability to cultivate relationships with prospective residents and offer them the reassurance that a move to the Meadows and Brickstone communities is both a safe decision and wise one is to be commended. Thanks to an awesome sales team!
- Our new Elder Advocate Hanna Pender has been a welcome addition to the Advocacy team. Hanna has brought much needed assistance to Cara as they both continue to be the life line for residents in need of caring direction for their life's decisions.
- Lisa and her concierge staff are our first line of defense and we deeply appreciate all the efforts they have undertaken by screening all who enter our community and the courage to turn away those who should not be entering our community. Many thanks as well to those who fill in at the entrance locations to screen. The folks from Security and Transportation come to mind as they have taken the lead to fill in when there are no others available to screen at the entry ways.
- Security continues to rise to the challenge as the community gatekeepers, PERS call answerers, after hours apartment maintenance workers, fire safety watchers, package deliverers, and all things that maintain the safety and well-being of our community residents and staff. Props go out to Janet Fontanez and her awesome team!
- David and his transportation team continue to meet the needs of our residents as requests are increasing for trips to appointments and shopping. As mentioned, when not driving, the team has been very diligent helping with the screening duties. Thank You!
- We are grateful for the return of Rev. Darryl Powel. For those who have not had the pleasure of meeting and working with Darryl, I would highly recommend a get together with Darryl. Darryl will be moving into his newly constructed office in Chestnut Court in a few weeks and would welcome a visit from you.
- Lastly are the unsung heroes of the Maintenance team who daily replace, repair, reprogram, build, maintain, paint, fix broken things, clean up, plumb and respond, on call and on duty 24/7. Great job by Director Blake Irwin and company.

In conclusion, this team of amazing individuals is to be commended. They have diligently reported to work and have willingly revised their job responsibilities to meet the demands the virus has placed on us all. This team represents wives, husbands, grandparents, sons, daughters, and students, etc. Therefore, in addition to the work responsibilities here at the Meadows-Brickstone communities they are having to navigate the outside world of new school schedules, home schooling, limited shopping opportunities, travel restrictions, missed opportunities to visit with their family and friends, all the while taking every precaution to keep themselves safe so that they do not infect their friends, family, coworkers and you.

We are truly blessed that we have such a dedicated team of caring and compassionate individuals who collectively provide services in a safe and professional manner.