



May 26, 2021

Dear Residents and Stakeholders,

Hello and Welcome to the monthly "State of the Village" update. This monthly letter will replace the COVID-19 updates we sent out over the last year and I will be discussing topics that directly impact you. Over the next five months, I will discuss one specific category of our strategic plan and update you on what actions we are taking to accomplish goals in that category. The strategic plan has five categories: culture, programs, technology, campus, finance. We will begin this month with culture.

COVID-19 forced a community culture change. It changed how we provided our services, how visitors were received, and how we interacted with one another. It also changed our hiring, new hire onboarding practices, and employee recognition programs. We all had to mask up in common areas, or when providing direct care, and many employees were temporarily assigned to different jobs to accommodate the change in services we offered.

To ensure resident safety and minimize possible exposure to COVID-19, we halted grocery store trips, added a grocery delivery program, and enhanced our dining delivery options. However, since late February, we have slowly been transitioning our culture back to pre-COVID time and reintroducing these programs.

We no longer require gate guards as visitors may resume visiting at their leisure. We have fully re-opened two of our restaurants and expect the third (Donnelly's) to re-open Friday, May 28th. In-person activities, such as wellness classes, crafting, bingo, bridge, community meetings, etc., have resumed.

We do need your help to fully restore our pre-COVID culture. We understand how convenient it is to have your groceries and meals delivered. However, it is time to return employees to their pre -COVID duties and responsibilities. For instance, some employees will return to dining room duties and away from running deliveries. Delivery services will continue to be available in some form, but likely for additional fees that will help cover the labor and supply expenses related to such services. You can avoid these potential fees by dining in person, picking up your Café food orders, and participating in campus activities like grocery trips once again.

We will begin discussing the possibility of adding service fees to these new services that were created during COVID-19 in our June committee meetings and provide additional information to you at our June Resident Association meeting and Talk with Tom.

Another culture-strengthening effort we are making is to build community relationships by supporting other not-for-profits in our surrounding, greater community. We are currently working with Habitat for Humanity by donating building supplies from apartments undergoing renovation. These items being removed from apartments will go to Habitat for Humanity's Re-Store Building Supply stores. The items sold at these stores provide the means for them to build houses for low-income families. This is an exciting partnership as it keeps these items out of our landfills and supports a tremendous humanitarian effort.

It feels terrific to restore and expand our culture through our programs and services. COVID-19 slowed many things down for us, but we are moving forward to ensure we remain an attractive employer and community. Next month we will focus on the section of the strategic plan that focuses on our Programs and will discuss the upcoming licensing changes in the Weyrich Health Care Center along with the related remodeling project.

Thank you all for your partnership. You are what makes us a great place to live, a great place to work, and a great place to give.

My Best,  
Tom Winkelman, President and CEO