



January 14, 2021

Good afternoon to our Residents, Resident Contacts, Employees, Board of Directors, and Physicians:

Happy New Year to you all! It has been a busy year-end which often means a busy new year. The most exciting news for 2021 (so far) is that Walgreens clinicians were on campus two days last week to administer our first dose of the COVID-19 vaccine. The second dose is scheduled for two days in the last week of January. And...Essential Caregiver visits resumed this week in The Vista and Independent Living.

We are finishing up storing Christmas and NYE decorations. And we are now able to address some housekeeping issues. I sent a broadcast in December requesting families to pick up packages which had been left for them at the front gate. Sadly, few (if any) picked up their packages so we will be returning these to the resident who left them for family to pick up. Also, no one responded to the request to identify "GiGi" so that Christmas gift was never delivered.


We need your assistance! Our team at the front gate began screening all staff and all vendors for COVID-19 since early March. (Consider that we have more than 500 employees working here to give you an idea of the volume they manage - with just employees!) Because of our restrictions, this team has also become CCY's version of UPS/FedEx, managing shipping/receiving for the whole campus. In December alone, the team received and delivered an estimated **3,470** packages from family drop offs, online grocery deliveries, floral deliveries, Amazon, UPS, FedEx, medications, hospice equipment, supplies and more. Since March, we estimate **18,650** packages have been received and delivered to our residents! Yowza! Each and every one of these packages had to be labeled and sanitized prior to being delivered. Can you imagine the logistics – especially when packages are not clearly identified?

Throughout this time, our team has responded to staffing changes, weather issues, ever-changing rules, quarantines, and more. We have four (4) full time staff scheduled Monday through Thursday with three (3) the weekend prior to Christmas. Our overnight/weekend coverage is by a third party vendor who also provides campus security.

Here's what's going on and how we can help one another in 2021:

- Please make sure all packages are clearly identified!
- All outbound packages are labeled with resident name, building/apartment #, date received, and date to be picked up. If not picked up by the family member by the scheduled pickup date, the package will be returned to the resident within 2 days after the stated date.
- All inbound packages are logged and sanitized prior to delivery to the resident. Please make sure your label includes resident's first and last name, building/apartment #, date dropped off, and any special instructions.



- 
- Remember that your notification that the shipment was delivered to CCY by UPS/FedEx or another driver, does not mean that it has been delivered to your loved one. Our team still needs time to log and sanitize the package before our delivery.
 - If delivered after 6pm (or weekend), it will likely be delivered to your loved one the next business day.
 - Please continue to refrain from delivering cut flowers in vases. Delivery is challenging with water sloshing everywhere.
 - Understand that our first priority is screening employees, vendors and guests and restricting entry, as required.

We are hopeful the CDC will provide guidance on adapting current restrictions with the advent of vaccines. Stay tuned as we navigate the changes. Once we know more we will share that information with you.

Meanwhile, thank you in advance for your continued understanding and support.

Warmly,

Jen Griffin

Senior Director, Community Outreach