



Our community continues to adhere to the Coronavirus guidelines from the CDC, AzDHS and Maricopa County Department of Public Health. A colleague sent out an article “The Heart of Resilient Leadership”. The article highlighted the importance of framing the “Next Normal”. This is more than the new normal that we may not control but the *next normal* where we can be strategic. Historic Mesa needs to be ready for what changes remain after the stay at home orders are lifted. Our leadership team has started working through some of the logistics of our “Next Normal”. Be assured you are the priority in the planning!

For now it is important that residents STAY HOME and shelter in place! If you need assistance please call our front desk 480-834-0600 or after hours call security 480-861-8326. In an emergency call 911 and/or press your emergency call button.

For your additional peace of mind, here are some additional precautions we are taking:

- **All staff** has a brief health screening when they report to work and they are required to wear a cloth face covering and picture ID. All staff has been trained on proper infection control procedures. Our “everyday responders” continue to be our heroes!
- **Visitors** all have a brief health screening and are limited to essential service providers or end of life visitors only. Personal caregivers or family that provides help with activities of daily living are considered essential service providers. **Please remember to give our Mail Carriers space when they are filing the boxes.**
- **Deliveries are increasing so for better service and more efficiency of staff, vendors or family deliveries will be directed to the facilities building located in the center of campus.** All deliveries must be prepaid. Pharmacy, O2, Medical Equipment deliveries will be allowed to resident apartments once they clear the brief health screening.

Things to note and share with delivery personnel:

- Please encourage family to drop off deliveries Monday through Friday.
- Weekend non-perishable package deliveries may be held until Monday.
- Perishable food deliveries will be made twice daily and refrigerated until delivery. If the resident is not home groceries will be placed in the resident’s apartment refrigerator. If you have “do not enter” request and expect a delivery you need to be home or call facilities 480-290-7041. If you are not home we will place items inside apartment or refrigerator regardless of “do not enter”.
- Delivery personnel will be greeted by security at the entrance and asked to stay in their vehicle and follow signs to the facilities building.

Update on meal deliveries - our goal from the start was to make sure that our residents had at least one meal per day if they choose to. Please note:

- The staff tries to deliver carefully, but we are frequently out of divided take out containers so food can slide together.
- For the most part, food is cooked in the Grand production kitchen so same dish is served both Center/Grand.
- There has been chatter in the media of food chain disruption so there may be more substitutions in the coming weeks. We are adding a note to the delivery if a substitution was made.
- Meals are all delivered by 5:30 PM, if you did not get a meal delivered call the front desk 480-834-0060 between 5:30 PM and 6 PM and they will get you one.

John 15:17 “This is what I command you: Love one another.”

Thank you for your patience and encouragement during these challenging times. Our leadership team is praying for each of you and covets your prayers as well.

In His Service,

Kristie Larsen

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<https://www.fellowshipsquareseniorliving.org/campus/az/historic-mesa/covid-19-updates/>

A few of the faces of our “Everyday Responder Heroes”

