April 9, 2020

RE: Covid-19 Update

Dear Residents and Staff:

As we enter Easter weekend, I want to take time to reflect about where we are here at Bay Village. Over the past month, we have seen a country go into a virtual lockdown because of the Coronavirus. The operations of Bay Village have changed dramatically during this time too. In my 32 years of senior care, I have not experienced such an operational change that occurred so suddenly.

I have seen our campus transform itself in a matter of weeks and in some instances, like dining, overnight. During this crisis, I have seen and heard so many positive remarks from residents and staff. Some examples:

• Staff have volunteered to assist in other departments. It is not said “that is not my job” but “how can I assist your department”? Many staff members have come to know other staff members who they don’t work with usually.

• I hear about the positive communication on FaceTime, Skype, and other outlets that residents and families are using during the quarantine for loved ones & friends in the Health Center and Assisted Living.

• I hear from the residents that they have an overall deep appreciation to the staff for a job well done with all the changes.

• I see SOCIAL DISTANCING happening on our campus.

• I hear from residents the appreciation of our library. “I now have time to read some of the classics that the library has on its shelves.”

• The country store is busy and has had several positive changes with the ability to charge to the resident’s apartment and acquiring various supplies (like toilet paper) that residents are looking for and do not have to go to off campus to obtain.

• The staff at Bay Village is doing such an excellent job. Many of them balance coming to work and getting the job done for the residents of Bay Village and then going home to other responsibilities, which can now include homeschooling their children.

• The team of residents, staff and families that worked to make masks for our staff.

• The group of shoppers who have purchased thousands of dollars’ worth of groceries and liquor so that the residents do not have to leave our campus.

SPECIAL NOTE: Room service delivery on Easter will be 12:30 & 2:30. This was reported incorrectly on the last update.

The list can go on and on, but the underlying theme is the sense of being part of a village where each person is looking after one another. Each day brings new changes and challenges to our campus. We all must remember that social distancing, handwashing, and masks continue to be a good thing. It will take EVERYONE pulling TOGETHER, while keeping our PHYSICAL DISTANCE, to safeguard the health of everyone at Bay Village.

In closing, rejoice with hope, be patient in tribulation, and be constant in prayer. I wish everyone a very Happy Easter.

Eric T Nichols