



10/16/20

## Evergreen Fountains Senior Living Community

As of the date of this letter, there are no cases of COVID-19 at Evergreen Fountains for neither residents nor staff. People have said that we are lucky, but it really has nothing to do with luck. It is the hard work and dedication of our residents and staff that have made us successful at keeping the virus at bay. We want to thank all members of our community family for continued dedication in adhering to all Washington State and Center for Disease Control guidelines.

### Administration

We've got a combination of fresh faces and veteran staff working our lobby right now. Danielle, Jessica, Ajanea, and Haley are all recent additions to the crew while Suzie and Elisa are experts on the job. We appreciate your kindness and consideration while our new crew are still learning. These ladies are responsible for answering the phone, preparing meal tickets, relaying messages, scheduling/assisting with outdoor visitation, taking temperatures, distributing deliveries, and checking mail. They keep us up and running, that's for sure.

### Activities

Activities has somewhat returned to normal and it's so nice to have some familiarity in this department. Activities are available by appointment, so if you're interested in anything you see on our calendar just call up Activities Manager Crista M. and let her know. We're doing bingo, putt-putt golf, fireside chats, movies, even mobile Wine and Cheese! Participation has been awesome. You sure have been keeping Crista, Sue, Alice, and Shari busy!

### Assisted Living

We are continuing to provide full care and services as outlined in your individual service plans. Medical appointments are being facilitated through videochat, and health care professionals are occasionally allowed in for essential care. As a precaution, we have Personal Protection Equipment (PPE) in store in the event that COVID-19 enters the building, but we haven't had to utilize our PPE yet. If you have questions about our Light Assist or Assisted Living programs, contact Assisted Living Manager Christina H. or Clinical Nurse Manager Dede.

### Dietary

We so appreciated the feedback we received on our most recent Dietary survey. We know that food is a big deal to all of you, and we have taken all of your suggestions and implemented as many as possible. We hope that the new china plates have improved the aesthetic of your dinner a bit. Please remember to send your plates back to the kitchen when your meals are delivered the next day, and take care not to throw them away or put them up in your cupboard. We loved to see that your #1 bit of feedback was how much you love our servers! It was great to hear. We love them too.

509.922.3100  
866.517.1201



[www.evergreenfountains.com](http://www.evergreenfountains.com)



1201 N. Evergreen Road  
Spokane Valley, WA 99216





### Housekeeping

On top of their normal housekeeping duties, this crew has been stepping it up to make sure the building is super clean and disinfected multiple times daily. All of the areas that get touched every day, like elevator buttons, handrails, and doorknobs are getting extra attention. Their hard work is appreciated in keeping us all safe. Some of you have expressed interest in additional housekeeping services, which we are happy to oblige. Call Housekeeping Manager Christa U. via the Front Desk if this is something you would like to sign up for.

### Marketing

Our marketing department is busy as always! We've got quite a few new people recently moved in. We are so appreciative of how warm and welcoming you all are when you have a new neighbor. It really makes it easier to settle in when you know you've got friends and hospitable staff all around you. You can contact Kathie our veteran marketing specialist if you are interested in additional information such as a virtual tours or a brochure.

### Operations

The Operations department includes Maintenance, Transportation, and Security. Maintenance has been keeping on top of Work Orders, building maintenance, and special requests. Transportation has been busy helping with grocery shopping, doctor's visits, and prescription pickups. Our night owls on security are still working 6p-7a, so they will be the ones to answer your calls or requests should you need anything during the night. Don't forget – we have pull cords in all of our units should you need someone to respond in an emergency.

### Wellness

We are certainly "Living Well" in our Wellness department right now. Our Fitness Center and Pool are currently accessible to our Independent Living residents by appointment. We keep the Wellness Center sanitary and safe by only allowing one resident at a time (or cohabiting couples) and sanitizing between all appointments. All of these policies and procedures were written with guidance of the Governor's office and the Department of Health requirements.

Take care of your neighbors by taking care of yourself! Mask up, wash your hands, socially distance and:

- Laugh
- Call up your family or friends
- Read a good book
- Eat a tasty meal
- "Live Well"!
- Call on us to help

**You've got this, Evergreen Fountains.  
-Your Management Team**

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