



COVID-19 Update

August 28, 2020

We Are Stronger Together

A message from Kevin Gerber, Diana Jamison, Ron Schaefer, and Mary McMullin

A staff member at Canterbury Woods recently said that about why new residents would want to join a Covia community at this time. This phrase resonated with us as we consider the past six months and face the reality that we have many months yet to go.

Rather than focus on how we are constrained, we would like to evaluate opportunities we have had and continue to develop and highlight some of our strengths, because we:

- **recognize that our staff and residents continually learn, adapt and innovate;**
Whether it is changing how meals are chosen and served, how programs are offered, or how air filtration is handled, our teams have looked at problems and developed solutions and residents have responded, contributed, and participated.
- **understand that technology is a useful tool, but it doesn't replace human contact;**
These last several months have been taxing on our technology infrastructure and staff, yet so many of us have become proficient in using tools to connect, like Zoom and Viibrant. We will continue to assess the resources we can offer to support important priorities like telemedicine, family visits, and announcements so that they become part of the fabric of community life and allow us all to communicate and relate.
- **support and challenge each other to foster community and well-being in new ways; and**
We have always worked to live our mission "to promote and cultivate healthy communities for positive aging through an innovative continuum that actively supports the whole person." The pandemic has forced us to look at community in a whole new way. Our chaplains have been inspiring us to stay positive and

realistic at the same time and we can all work to incorporate those thoughts and live that way. For residents, it means knowing that you have the whole Covia team behind you, even if you don't see us every day. You also have each other to reach out to, even if it is behind a mask, over the phone or over a fence. For staff, it means working together differently and taking steps to stay healthy, understanding that we have your back.

- **work to earn trust by communicating and responding to unexpected events and emergencies.**

Just when we thought we had all we could handle, we had early and intense wildfires in many areas near our communities and we had further restrictions because of poor air quality. Yet, we can say with confidence that we are prepared and know how to work as a system to respond. In addition to required disaster and evacuation plans and arrangements, we have experience to mobilize and communicate quickly to manage anxiety and uncertainty.

Every Covia community and program has stories to tell to illustrate these strengths. What are some stories you can share? Send them to C19info@covia.org.

Thank you for being a valuable member who strengthens our Covia community.