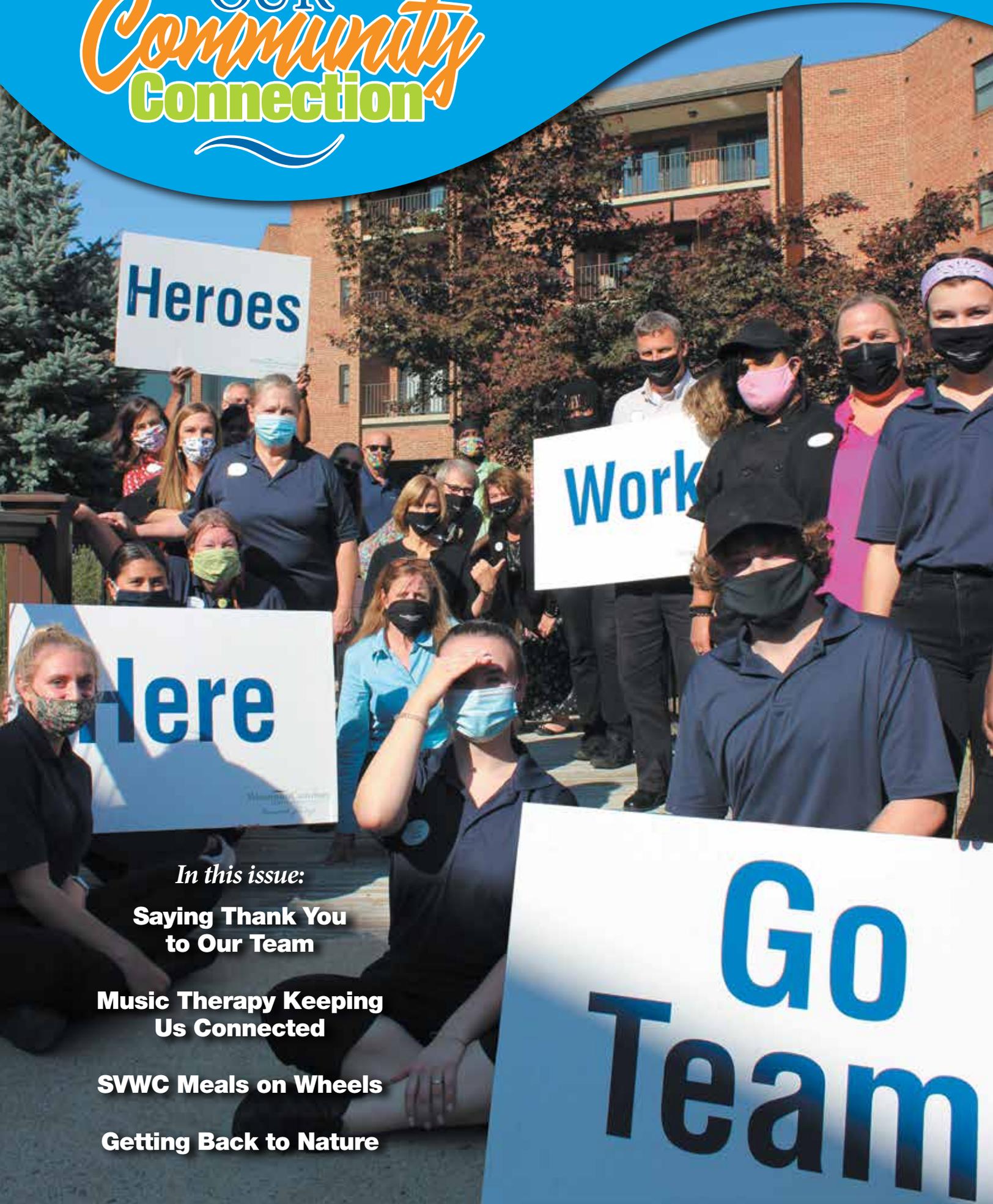


# OUR Community Connection



*In this issue:*

**Saying Thank You  
to Our Team**

**Music Therapy Keeping  
Us Connected**

**SWWC Meals on Wheels**

**Getting Back to Nature**

**Go  
Team**

## On the Cover

A huge shout out of thanks to all our staff. These are only a few of our brave heroes. Because of their dedication, SVWC has been able to adjust and stay safe during the pandemic. We are SVWC strong!

## Brighter Days Ahead

I am excited to give an update on our Villa project, much has happened since my spring article. In May, SVWC selected Warfel Construction out of Lancaster, PA as our general contractor. Warfel has been in business since 1911 with 75% of its projects being in senior living. Our team was impressed with their enthusiasm, preparation, and knowledge during the interview process. Chemistry and “fit” are so important when selecting a partner and our team just seemed to click with the Warfel team.

Design work on the unit plans has also been continuing. At their May meeting, our Board of Trustees authorized dollars for the schematic design phase and at the July meeting, they voted to authorize dollars to move the project through the design development. SVWC also asked BakerTilly to run our financial feasibility numbers once again with the most recent information. BakerTilly presented the results of the financial update at the May Finance Committee meeting. The financials for the Villas remain strong and they do increase the overall performance for the community.



*Architectural exterior rendering  
Villa 10 - Cape Cod Gray*

With the complexity of the current environment, we asked Hoppy Sell from Spectrum to give an overview of the senior living market at the May Board meeting. While the worldwide pandemic has certainly had an impact on how we market the community, our team quickly adapted and continued to connect with prospective residents through phone, email, and videos. SVWC is anticipating that 65% of our marketing efforts for the Villas will be utilizing a digital strategy. In August, our marketing team presented our first Villa presentation to existing residents on our internal channel. SVWC has also been working on a redesign of our website and we’re

Jeannie Shiley,  
President  
& CEO



excited to launch soon... perfect timing with the Villa campaign!

Another important piece of the puzzle has been the rezoning process with the City of Winchester for the 9.65 acres located in that jurisdiction. In July, SVWC sent a letter and plans for the Villas to all our adjoining neighbors. We then held a Zoom meeting to explain the project and answer any questions. After receiving a recommendation for approval from the Winchester Planning Commission, SVWC is now waiting on final rezoning approval from the Winchester City Council.

A steering committee has been formed to start discussing and visioning the Intergenerational Daycare that will be part of the commercial building located along Fox Drive in the county portion of the property. The plan is for SVWC to construct the building and partner with local organizations to provide the senior and childcare services in a setting that will foster and enhance this type of intergenerational programming. The plan is to raise the funds needed for the center through a capital campaign. SVWC is very excited about this opportunity and will be sharing more details in the near future. The intergenerational center will benefit not only our residents and staff but also the entire Frederick County-Winchester City area.

Although SVWC still has many hurdles to clear going forward, we are feeling confident with the project as a whole. Our main focus for the coming months will be getting deposits on the new villas so we can reach the 70% presale number that is required for financing. If all goes as planned, we could break ground next summer.

Jeannie Shiley, President & CEO



### Advisory Committee

Erin Johnson  
Marcia Keech  
Jeannie Shiley  
Ann Turner  
Niki Wilson

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ASAPfast!

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## A Friendly COVID Welcome

Starting a new job is a fun and exciting time, although I hadn't done it in nine years, I knew it would all be a little different starting in the midst of a pandemic. Coming from a health care organization, I was prepared to wear my mask, have my temperature taken, and physically distance myself. But driving in to work my first day brought on the new realization that I had not yet met the majority of my colleagues in person, all interactions had been via Zoom or the phone.

I am now happy to report that any anxieties I may have been feeling were quickly put to ease the moment I walked in the door with a friendly, caring welcome shown by all at SVWC. Let's hope we recognize each other without our masks on!! The restrictions that COVID-19 has

brought could be seen as a challenge for someone in a role that is based on relationships, but we have all been forced to think outside the box a little, and maybe even go back to the days of a more personal touch such as a hand-written note or phone call.

We are all being more 'thoughtful' these days, and I especially see this at SVWC. Residents showing concern for staff and each other by making masks, growing vegetables, and being patient with one another; staff caring for each other through kind notes and goodie bags; and staff showing so much concern for

the residents who call SVWC their home, by keeping them healthy and safe during a time of uncertainty. They're doing grocery pick-up orders, walking dogs, spreading music and messages of hope, and so much more. This is truly what a 'Family' is all about, supporting each other!!

With all of this happening in my first two months at SVWC, I know that I am blessed to be a part of such an amazingly supportive 'Family'. Thank you for welcoming me with open arms (figuratively, as we can't shake hands or hug).



Niki  
Wilson,  
Foundation  
Director



## Future of the Foundation

*Niki Wilson, Foundation Director*

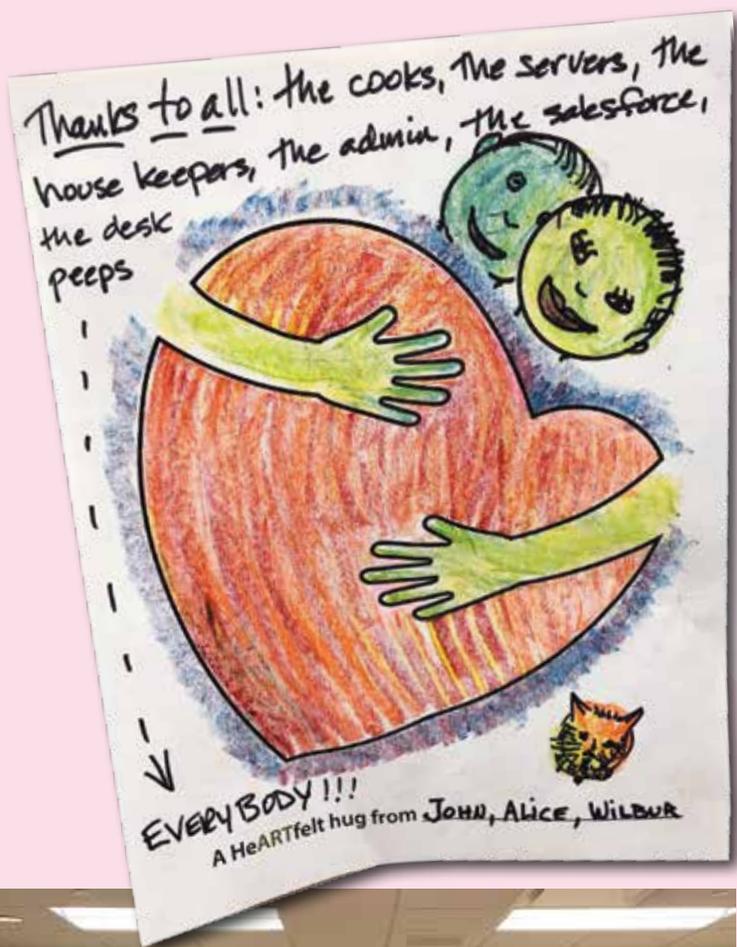
A strong culture of philanthropy is evident at SVWC. The generous giving of time, talent, and treasure to promote the welfare of others has been occurring since its inception in 1985. So what does the future hold? And how can we build upon this strong "Foundation?"

As we grow together, different needs will arise for the community in which we live and serve. This goes for the community beyond our borders as well. It will be more important than ever for us to form strong relationships and work with the outside community as SVWC grows to help meet different needs.

One need that has been brought to our attention through our partnerships with the Adult Care Center and Valley Health, is an Intergenerational Daycare. This is a unique model of care where seniors and children can interact on a daily basis. Older adults have an increased sense of belonging, self-esteem, and well-being while improving the social and emotional skills of the children they are interacting with. Research has shown that intergenerational learning can provide a variety of benefits for everyone involved.

The planning phase of the Intergenerational Daycare started with me and Jeannie taking a field trip to tour Generations Crossing in Harrisonburg, VA. The visit was after hours due to COVID restrictions, but we were able to see the components and ask the director questions like, "What are the must-haves in the facility?" and "What would you do differently or change?" The next steps will involve a project steering committee to brainstorm and articulate the vision. We will then need to get an estimation of cost, and then the Foundation will do a feasibility study to see if and how much the community will support a project of this nature. The study is so important because the Intergenerational Daycare will be built with 100% philanthropic dollars. If the feasibility study is favorable, and the Board of Trustees gives approval, then the Foundation will launch a capital campaign to build the Intergenerational Daycare.

To say I've started at an interesting time is an understatement!! And it will be so exciting to be a part of such an amazing time of growth for SVWC. Together, we can make a meaningful difference.



## Saying Thank You to Our Team

Cindy Hunter, Human Resources Director

During the past six months, there has been nothing “usual” about business here at SVWC, but our team has certainly tried to make the best of it.

On March 12, 2020, the Governor of the Commonwealth announced a State of Emergency in response to the coronavirus pandemic. Our team immediately sprang into action to ensure that SVWC was a safe place for both our residents and staff. Schedules changed. Duties changed. Shifts changed. Coming to work changed. For many folks, even the door they entered changed. During all of these changes, our staff has kept their sense of humor, their patience (mostly), and their sense of commitment and service to our residents.

As a thank you for all of their efforts, each employee received a “Gratitude Gift” in mid-April. We have enjoyed casual weekends for the entire summer, where staff can wear jeans every Friday, Saturday, and Sunday. For new employees who joined our work family during this time, our benefit providers allowed us to waive all waiting periods for benefits, to allow enrollment on the first day of employment. The hallways near our time clocks are adorned with “hugs” from our residents. Most recently, all employees were treated to goodie bags that included an SVWC logo mask, hand sanitizer, and some sweet treats, along with a thank you note from the leadership team.

While there is no way we can ever express our appreciation for the efforts of each individual, we are so very grateful for all they do, both here and at home, to keep everyone safe. ■





## Pandemic Re-shapes Resident Association Elections

*Cari Sherwood, President of the Residents Association*

The election of Residents Association (RA) Board of Trustee Representatives, as well as RA Officers and Members at Large for the year 2020, took place May 4 and May 11 respectively.

The RA's nominating and elections committee began its search for qualified candidates as early as September 2019 and had created a slate of qualified nominees to fill the available positions. Then, March came and the pandemic changed everything – from how the campaign is conducted to how we vote. Due to federal and state-mandated distancing restrictions, the normal election and voting process in the Abbey had to be modified and new procedures developed.

After working for several months to create a new process, the nominees were requested to provide the committee with photos and statements as to their qualifications for leadership positions. This information, voting instructions, a sample ballot, as well as the 4:00 p.m. voting deadline on both election days, were distributed in personalized envelopes to residents approximately 10 days before the election days.

Beginning in April, announcements regarding candidates' bios and photos, as well as how residents would be able to vote securely and privately were conducted. The committee felt

confident residents understood and became acquainted with the new voting process, who the candidates were, and what the new ballot would look like. Ballots were then distributed to residents through in-house mailboxes and distributed by social workers to Assisted Living (AL) and Health Care (HC) residents.

On Election Day, ballot boxes were strategically located in the elevator lobbies on each floor of Shenandoah Hall and Winchester Hall. In AL and HC, social workers collected the ballots, while the cottage resident ballots were collected by the marketing department. All ballots were delivered to the nominating committee when the polls closed at 4 pm and were then taken to a private room for counting.

Arrangements were made to have three 2-person teams (a “caller” and a “scribe”) to count the ballots. Teams were placed six to eight feet apart. The caller would open the ballot and read the votes while the scribe would mark a tally sheet that had a column for each candidate. All three tally sheets were added up and the results were given to an independent observer, who also oversaw the entire counting process. The results were then posted and announced the next day. The tally sheets were retained and are being held by the nominating committee chairperson. There was a 64% voter turnout. ■

## Activities Continue Strong

*Donielle Palmer,  
Director of Resident Services*

At the beginning of 2020, life was good, life was moving along and we were in our groove. Then March came and went, and life got weird, and now life is a lot different. Grooves have been disrupted and new grooves have taken the spots of once familiar routines. Anyone working with the older adult population has felt and lived this. However, that is not to say, that at the end of the day, we have come out of this pandemic stronger and more resilient and continue to build on our strengths.

The Activities Department has shown that with some brainstorming, persistence, and dedication, we can continue to provide first-class engagement, with a twist. Meetings took place with all departments represented and the ideas flowed. SVWC began to use the internal channel to broadcast programming to residents, which included wellness, culinary, gardening, reading, music, and information. The regulated areas were encouraged to continue with their scheduled activities but instead of groups, the focus became 1:1 or the “hallway” get together with physical distancing measures in place.

It was instilled in the activities coordinators the importance of being the residents' rock and more importantly their family when visitors were not allowed on campus. Most activities could continue with a little modification. There were sing-a-longs, BINGO, art, crafts, happy hours, and too many specialized carts to name. With the thoughtfulness that continues to be at the forefront of the Activities Department, assisting with social isolation, listening, and being present in the moment, make the SVWC Activities Department, SVWC Strong!

## SVWC Meals on Wheels

Erin Johnson, Dining Services  
Operations Manager

Roughly 12,750 meals have been delivered to cottages and Independent Living (IL) apartments throughout the community since Dining began meal delivery service in early March. A whopping 54,000 meals have been delivered to Assisted Living (AL) & Health Care (HC) residents.

In AL & HC meals are preselected. A diet aide is assigned to each floor or wing and trays are delivered to their assigned residents. The large majority of these residents have been getting all three of their meals delivered to their apartments.

IL residents begin placing dinner orders as early as 7 am. Throughout the day Morgan's Tavern staff are busy listening to messages, calling residents, ringing up orders, and tallying menu items.

To start the process of building the trays, an assembly line that is made up of cooks and wait staff is formed in the main kitchen. All the food is prepared fresh and the orders are separated by floor and area. The cooks gather the hot menu items and the wait staff collects the cold items.



Once a whole floor of the trays is ready, deliveries begin. Up to five different staff members from utility aides to management deliver meals. For cottage deliveries, the SVWC bus drivers help out too. The bus driver takes around two dining staff members and they go street to street, door to door delivering meals.

It is a collaborative effort that could not happen without the support of staff and residents. ■

## New Ways to Offer Worship, Prayer, and Pastoral Care

Elizabeth Lewis and Betsy Stow,  
Chaplains

The path we have been walking together over the past several months of the pandemic has been filled with new opportunities and challenges. As part of this journey, we have found new and creative ways to continue to offer worship, prayer, and pastoral care to residents, families, and staff.

Offering worship services and prayer services via technology has been a new experience for all of us as we found that preaching to an empty chapel is challenging. Looking into the lens of a camera is no substitute for looking into the eyes of people in worship. In spite of the challenges, we love the new opportunity to see people as we



deliver communion elements and worship orders before services. We have enjoyed the chance to offer encouragement at the end of the extra meetings of Coffee with Administration, and we look forward to the time we can see our residents' smiling faces in person there.

Another opportunity we have been afforded is to offer devotionals twice a week on the in-house channel and to facilitate small groups over Zoom. Technology has become our friend as we facilitate family visits, broadcast memorial services, or provide access to and presence with residents who have had to attend family memorial services via the internet.

Keeping social distance in one-on-one visits is difficult as we love to hold hands and give hugs. We have talked and blown kisses through masks and given "air hugs" to many. Where necessary, we don the



blue gowns and gloves in order to keep everyone safe as we enter apartments. One of the hardest realities for us has been that we cannot conduct visits at the hospital.

Through all this, we find great joy in continuing to get to know people and hear their stories. The gift of this season of uncertainty is in realizing that, even in isolation or quarantine, we are not alone. We continue to hold residents, staff, and families in our prayers, and ask you to keep us in your prayers as well.

## Residents on the Move – The Rose Man

*Ann Turner, Foundation Associate*

Ever since the pandemic hit and instructions have been put in place to stay at home, COVID-19 has proven far more powerful than the travel bug. However, Mr. J.D. Berlin has been traveling differently. Following all physical distancing guidelines, he walks around campus delivering roses to his neighbors and friends. He is often referred to as “The Rose Man.”

“I have been delivering roses for about four years. There are so many in the community garden and on the side of our cottage,” said Mr. Berlin. “I like to share them with others,” he added.

Mr. Berlin planted the roses with his wife when they moved into their cottage four years ago. He has been

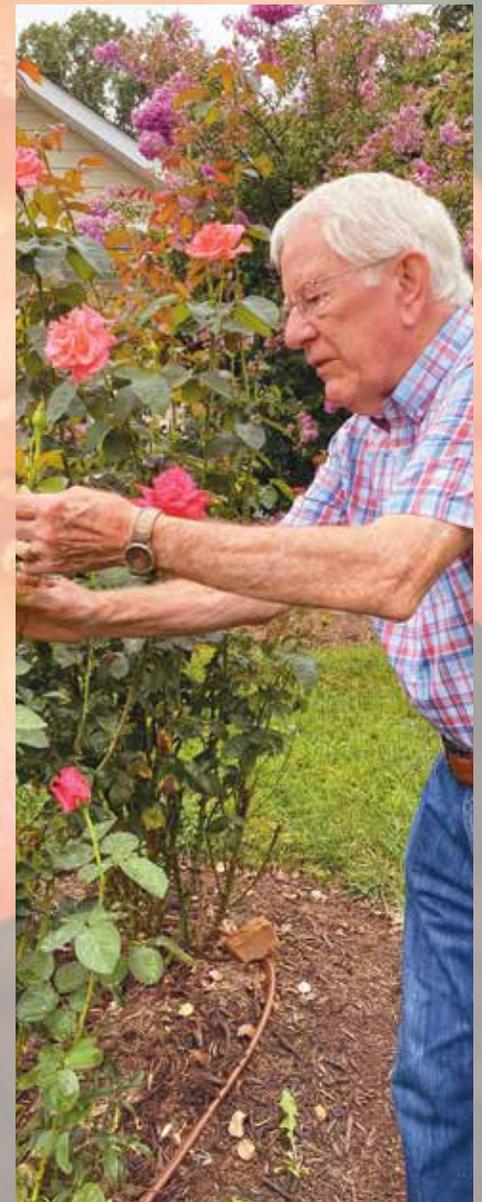


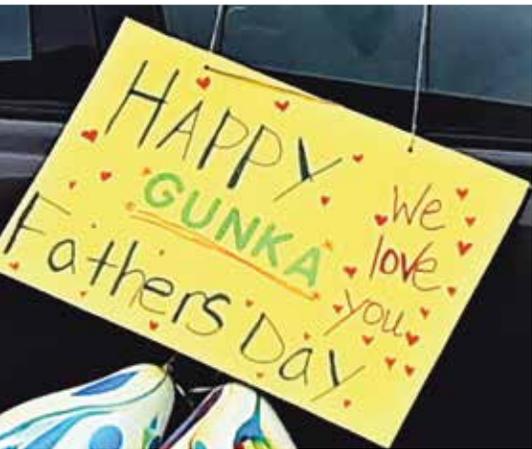
tending to them on a weekly basis ever since, providing them with a drink of water and fertilizer as needed. There are 41 bushes, some along the side of their cottage and others in the community garden.

Over the years they have planted a variety of bushes whose names include Liz Taylor, Pristine, Veterans Honor, Fragrant Cloud, Radiant Perfume, Daring Spirit, and one of Mr. Berlin’s favorite, Double Delight.

The rose is the most classic and beloved flower of all time. According to Google, the beauty of the rose expresses love and hope and its fragrance can help a person relax. A great benefit during these times of physical distancing and staying home.

“Three roses make a nice arrangement and people have enjoyed them,” stated Mr. Berlin. “A neighbor supplies me with empty Dr. Pepper bottles, which make a great vase and carrying container for the roses,” he added. Now more than ever people need something cheerful, something positive, something encouraging, something as simple as a rose. ■





# Sharing the Love, Donielle Palmer, Direc



When life comes to a halt and you are mis...  
How about throw two successful parades...  
Day and call it "Sharing the Love, Spreading...  
did! As the community shut down to visit...  
residents to still be able to celebrate these...  
to attend, regardless if they were celebratin...  
were encouraged to dress up, decorate the...  
of encouragement. Our residents were pro...  
make signs with their own words of encou...  
and multiple generations of family membe...  
high and provided a boost of morale to ev...  
planning, dedication, and happiness anyth...

# Spreading the Joy

## for of Resident Services



...sing your loved ones, what do you do?  
 ...celebrating Mother's Day and Father's  
 ...ing the Joy!" That is exactly what SVWC  
 ...ctors, SVWC staff wanted a way for our  
 ...holidays safely. All families were invited  
 ...ng Mother's Day or Father's Day. Families  
 ...ir car, honk horns, and hold up signs  
 ...vided with cardboard and markers to  
 ...aragement. Both parades had 40+ cars  
 ...ers in attendance. The parade lifted spirits  
 ...everyone. It just goes to show, that with  
 ...ning is possible. We are SVWC Strong!





## Music Therapy Keeping us Connected

*Abigail D'Arcangelis, Music Therapist*

Just as everyone in the world has been called to do, I have had to adapt how I perform my job in response to the virus; walking that fine line between maintaining normalcies and complying with ever-changing necessary restrictions and precautions. My job as a music therapist is to utilize elements of music and therapy to support residents in living their lives meaningfully and purposefully. This work almost always involves live singing, playing instruments, and conversation in person. Therefore, I now wear a mask, sanitize all instruments and additional materials used, ensure the appropriate distance between residents, and sometimes I am even required to wear a gown, face shield, and gloves while singing and playing my guitar.

My work also now relies much more on virtual technology. In response to restricted visitation, I began offering musical meetups; a chance for the family to join their loved one



through a virtual musical visit. Families can click a link, schedule a time, and song requests, and then I meet with their loved one in person to facilitate the virtual musical family visit through the computer. This has been extremely valuable in maintaining connections during this time of restricted visitors. Also, the stimulation of the music has enabled a potentially confusing virtual visit to be more successful for residents who have difficulty with orientation, concentrating, or staying awake and engaged with family during the visit.

I have also been fortunate to be able to continue providing one-on-one music therapy, visiting residents in their apartments throughout the community to provide social interaction, a mood boost, an ear to listen and support, cognitive engagement, end of life support, and other assistance. Unfortunately, music therapy groups I previously offered at SVWC in partnership with local organizations have been canceled at this time; groups like the Intergenerational Music Therapy Group with the Independent School of Winchester and the Neurologic Music Therapy Exercise



Group with the Greater Winchester Parkinson's Support group. Many of my other pre-COVID group offerings have been drastically altered or even canceled as well.

However, thanks to our internal channel and IT department, I have been able to continue offering three of my regularly scheduled groups. Once a week, the Music Meditation group, music-based mindfulness and relaxation group, is facilitated on the internal TV channel. It is also placed on the resident portal for access when needed. Musical Conversations, a music appreciation-based discussion and performance viewing group, has also been facilitated on the internal channel.

Also on our TV was Time-Honored Viola; live performances of classical viola and piano duets played by myself and Helen Bricker, our former activities coordinator for Blue Ridge Hall. Our long-standing Chime Ensemble continued to meet in a virtual format, thanks to our former music therapy intern Rachelle Clousing. She traveled apartment to apartment to video record the residents playing their musical parts, then we would piece the video clips together, followed by visiting each resident again to show them the completed project. Sometimes residents also recorded advice or messages to their ensemble friends. A new addition to group offerings has been

Hallway Sing-A-Longs. Weekly, I visit each hallway in Assisted Living. Residents open their apartment doors, don masks, and join in the singing and neighborly conversation, observing the appropriate physical distancing.

During this time, I also participate in our televised Coffee with Administration meetings, at which time I offer a familiar sing-a-long song of the day and coinciding words of reflection and support for the entire SVWC community.

Last but not least, in May, with the assistance of our music therapy intern Rachelle, I was able to organize a large campus-wide video project in which we asked for resident volunteers to participate in performing the song "Always" and in re-writing the song "The White Cliffs of Dover" to reflect how they are coping with the virus. What resulted was a video gifted to our friends and family that included nearly 65 resident participants, 17,000 views on Facebook, lots of video shares around the world, and many proud residents!

While our current reality is not ideal, I am reminded of that famous show biz saying, "the show must go on," and so we will keep adapting, keep seeking out ways to stay connected and we will certainly keep the music going! ■



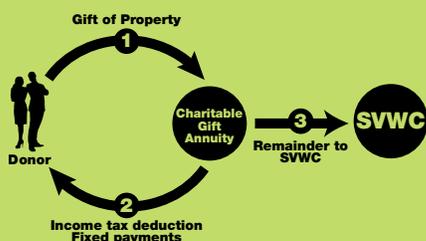
## Charitable Gift Annuities – Fixed Payments for Life

Peter Gates, SVWC Resident & CGA donor

There's a way to secure the future for your neighbors and Shenandoah Valley Westminster-Canterbury (SVWC), increase your retirement income and get a tax deduction. A SVWC gift annuity is a simple contract between you and the community. It's a smart way to receive retirement income at an attractive, fixed rate of return – either right now, or in the future.

You make an irrevocable donation with cash or stocks. In return, SVWC agrees to make fixed payments to you for life. After your lifetime, the remaining amount supports SVWC's mission.

When you create a charitable gift annuity with SVWC, you will be honored for your contribution as a member of SVWC's Legacy Society!



Ultimately you are able to do the following:

- Increase your retirement income,
- help support SVWC,
- enjoy an income tax deduction (if itemizing),
- receive tax-advantaged income for life,
- reduce your taxable estate, and,
- be honored and acknowledged (if desired) for your generosity as a member of the SVWC Legacy Society!

Charitable Gift Annuities provide unique benefits to the philanthropist who is gifting to a charity. Unlike outright gifting, donating assets via a CGA results in lifetime annuity payments to the donor.

## Changing of the Guard

In May of this year, Mr. Dennis McLoughlin handed over the title of SVWC Board of Trustees Chair to Mr. William (Bill) Pifer. Mr. Pifer has been a board member since November 2012 and took over as Chair at the close of the annual meeting in May. As Chair, Mr. Pifer will also serve as an ex-officio member of the SVWC Foundation Board.

Mr. Pifer has served on the Property & Planning Committee for the duration of his appointment on the board and as Chair of that committee since January 2017. He also serves as Chair of the Interiors Committee, a subcommittee of the Property & Planning Committee. From May 2017 to May 2020 he served as Vice-Chair of the board.

Mr. Pifer received a Bachelor of Science in Biology from Washington and Lee University. He is the Owner and Managing Partner of BP Management and Investments, LLC, and Wainwright Investments, LLC. Previously, he served as Chief of Staff and held other positions with various U.S. House of Representatives. He has managed various political campaigns at federal and state levels.



Civic appointments include serving on the board of directors of the Winchester Country Club, Concern Hotline, and as Vice President of the Shenandoah Valley Tennis Association. He is President of the Winchester Property Owners Association and a member of Christ Episcopal Church in Winchester, Virginia.

The board Chair is often seen as a meeting facilitator. In reality, the responsibilities are far greater than that. The Chair maintains focus on what is best for the organization; facilitating good board leadership and governance, and setting the tone for the meetings. Working collaboratively with the CEO, the Chair molds the board's culture and work. It is an active role that engages the board members, building upon each member's strengths. The Chair of the board is voted into the position by a majority vote within the board of trustees.

Also, during the Board's July meeting, Mr. McLoughlin was awarded the designation of Trustee Emeritus as a mark of his distinguished service. He has been an active member of the Board of Trustees since January 2002. He was elected Chair of the board in May 2017. SVWC thanks him for his service to the community and its residents. ■

*Since March, SVWC has been closed to all visitors, including members of our Corporate Board and Foundation Board. Just like for so many others, Zoom has been a life line and the only way for the boards to continue business as usual. The technology has allowed SVWC to move forward with the Villa project, orient new board members as well as stay connected. When the current measures are lifted, it may be some time before meetings around a boardroom table*



*will happen again. It is reassuring to know that things will continue without skipping a beat.*

## Getting Back to Nature

Sylvia Wilson, Resident and Mother Nature's Team Member

Need some fresh air? Need some exercise? You need some nature! This year, Mother Nature's Team (MNT) members initiated several ways for people to cope with Covid-19 and its enforced isolation.

First, the program for Arbor Day evolved into a 45-minute virtual tour of the trails shown on the internal TV channel. To get everyone in the spirit, the program began with Mario Lanza's rendition of Joyce Kilmer's "Trees". As viewers traced parts of the walking trails, some pretty scenery shots and wildlife photographs brought the trail to life. Along the way, viewers were challenged to answer three fun quizzes about identifying wildflowers, pieces of wood, and butterflies. Some John Denver music added to the ambiance of a memorial tree planted for Ben Bealor and blessed by the SVWC chaplains. Information on the new bird boxes placed along the trail was provided. As a temptation, a view of a hearty picnic was shown. The distance on this virtual walk was 0.8 miles.



A nature scavenger hunt was planned. With help from the Marketing Department, a card with photographs of plants and objects seen along the trails was made. At their own schedule, residents and staff took this card and tried to identify the location of each item. Prizes were awarded.

To encourage residents to self-challenge themselves, five trail maps were developed, ranging in length from 0.2 to 0.8 with different terrain challenges. Another fun endeavor underway is geocaching. Several "easy" suitable sites were chosen. Two sets of directions were prepared: one for those who have a smartphone to obtain latitude and longitude directions and another version for those who need natural landmarks. This activity, like the scavenger hunt, can be done at any time.

In the works is another scavenger hunt. This one will take players further along the SVWC trails to find the desired plant or object. Like to fish? Come to the pond. It's "catch and release" but see what you find at the end of your line.

MNT members truly believe in the benefits of nature and want to encourage all residents and staff to take advantage of the trails at SVWC. ■

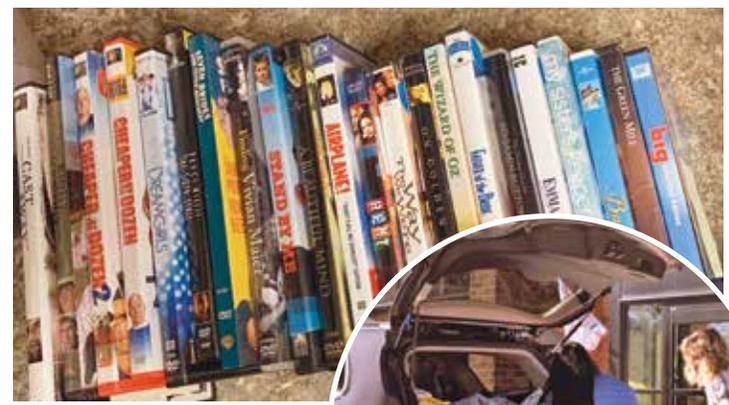


## Stepping Up to the Challenge

Laura Hager, Resident Concierge

Since mid-March, SVWC has canceled a wide variety of gatherings, stocked up on personal protective equipment and masks for staff and residents; closed down specific areas; stopped all visitation; screened staff and residents who walk in the door for symptoms; and educated everyone on best practices for containing the virus, like washing hands, staying six feet apart, and wearing your mask properly. Through all this, the staff has been creative in finding new ways to support and entertain the residents.

From the very beginning, staff began grocery shopping and picking up prescriptions for residents every week. It started at Martin's, two to four staff members would go and pick out items from grocery lists that the residents would provide. When it finally became available to order and pick groceries up at Wal-Mart, the change was made to weekly on-line ordering. It made the process easier for the staff. Orders are made one day and on the next day, they are picked up. A specific meeting room has been designated as the grocery room where staff bring the items, sort them according to each resident's list, and then either have the resident pick their order up or deliver to residents who are confined to their area. Staff then verifies the receipt and bills each resident for their groceries. This has not only made the



process easier and safer for staff but allows the residents to still receive many of the items that they are used to having.

Resident programming has either had to stop or be changed to allow for safety and social distancing. Two of these programs include movie nights and bingo. Movies have been shown on a nightly basis on the in-house television station using Netflix, SVWC DVD library, Handley Public Library, and donations from residents or staff. All the movies have been well received. A big favorite at SVWC has been the monthly pizza bingo, which draws a big crowd. To continue this beloved program, TV bingo is being held twice a month with all the same prizes, but no pizza. Anyone wanting to play can pick up a card at the front desk or in the Commons and then tune into Channel 977 on the in-house television station at 10:30 a.m. A phone number is available to call when BINGO is made!

They say that necessity is the mother of invention. The pandemic has provided staff with an opportunity or challenge to figure out what works and what doesn't; keeping focused on the residents and being open to exploring, testing, and refining how things are done. The silver lining is, no matter what department you are in, it is a team effort and SVWC staff has stepped up to the challenge. ■

## COVID Testing Timeline



**7/09/20**

622 tests administered by the National Guard



**7/23/20**

327 Residents, staff and contractors tested



**7/30-31/20**

27 Residents and staff tested



**8/03/20**

290 Residents, staff and contractors tested

## Celebrating Summer

Cindy Hunter,  
Human Resources Director

Despite our restrictions, the SVWC team got creative and found a way to celebrate the long-standing tradition of celebrating June 22nd, the official start of summer, with ice cream. Smiley's Ice Cream, headquartered in Verona, rolled in and quickly set up at the Wappacomo Hall entrance, much to the delight of our residents and staff.

After serving our residents in health care and assisted living, along with our staff in those areas, the truck rolled around the



building and was soon dipping up ice cream for our residents in independent living and the rest of our team. By the time the truck pulled out, 351 bowls and cones had been devoured!

As always, the treat was enjoyed by all and was a welcome break from being cooped up. Masks were on and physical distancing was maintained except for an occasional elbow bump among friends!



## The Good Kind of Quarantine Blues

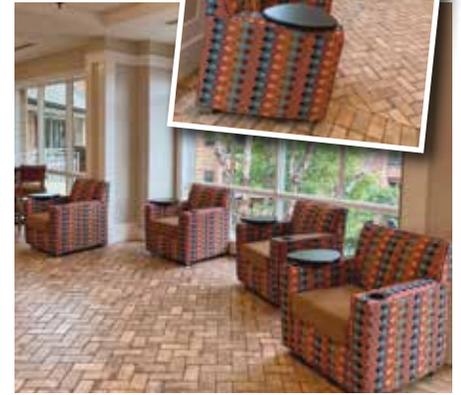
Erin Johnson, Dining Services Operations Manager

In late September the new furniture for the Bistro dining room arrived. The room now feels bright, fresh, and modern and also very welcoming. Various shades of blues in the furniture complement the new carpeting and wall colors extremely well. New lighting was installed a little later.

What's really nice about the new tables is that they all fold and can be moved easily for when the room needs to be transferred to a concert hall or used for another event.

If you haven't enjoyed the new chairs and tables in the reading nook or outside of the Bistro yet, grab a cup of coffee and a book and test them out, if you can find an empty one!

We look forward to the days when all the tables and chairs can be filled. But until then we think it looks pretty great with even two smiling faces per table. ■



8/06/20

6 Staff tested



8/14/20

307 Residents, staff and contractors tested



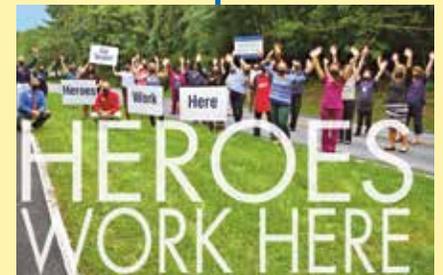
8/21/20

5 Staff tested



9/11/20

229 Residents and staff tested

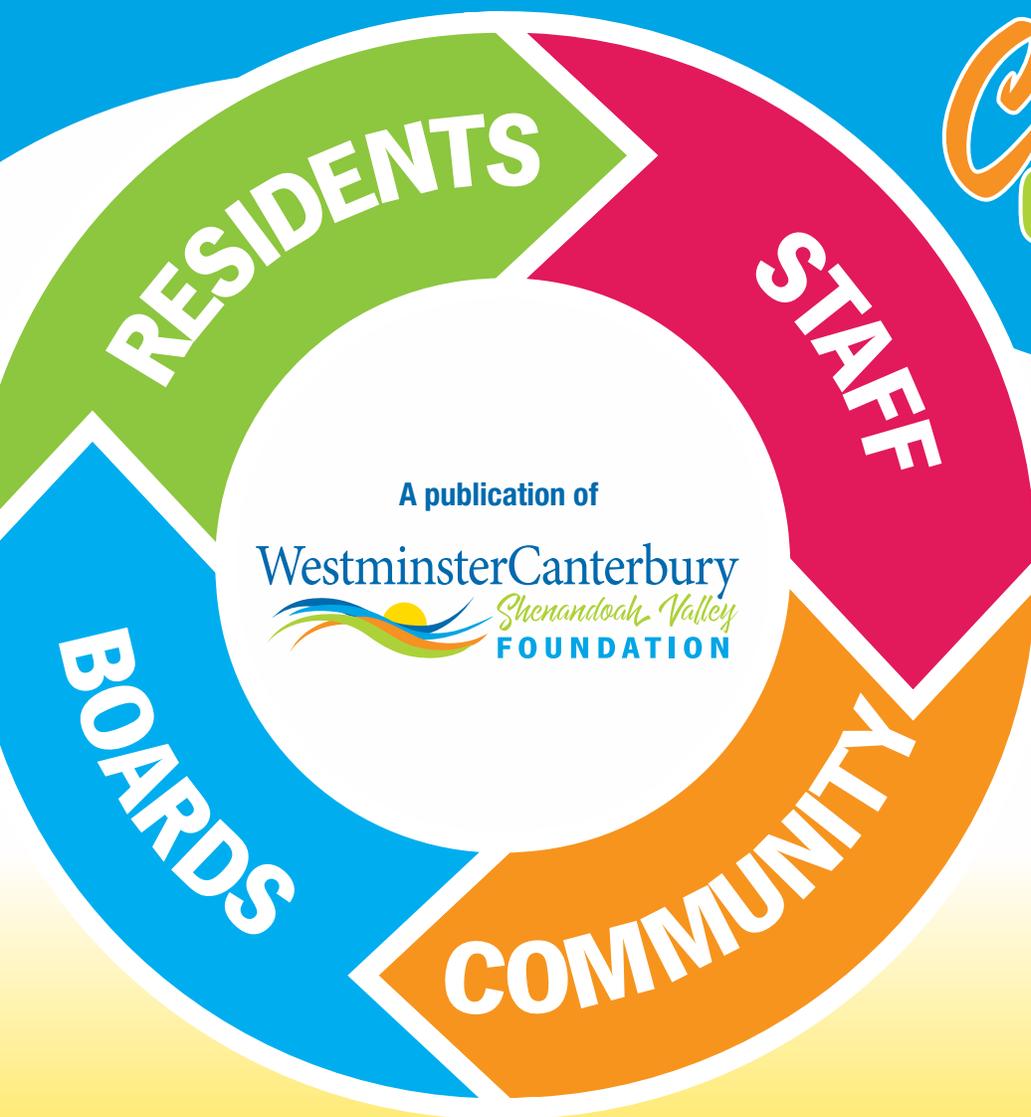


9/18/20

308 Residents, staff and contractors tested

Photograph by resident, William Young 15

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# OUR Community Connection

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