

August 6, 2021

Dear Residents, Associates and Families,

Here are some updates for you all:

**Executive Director Updates**

**Resident Referral Program**

We are piloting a new program to incentivize a resident for referring a friend to live here. Whether it's a resident, or a resident's family/friend, we will give \$100 rent credit for any referral starting today. The referral has to be someone qualified to live in our community. Please reach out to Geoff Nese or Krista Monahan if you have any questions on qualifications. Take advantage of this great program!

**Delta Variant- COVID 19**

Many of you have read about the rise in Covid cases due to the Delta variant, and naturally, you have questions. Here are a few key facts about this variant of concern:

- Delta is transmitted at more than twice the rate of the “original” coronavirus. Last year, a positive individual would pass the disease to 2.5 people. With Delta, that number averages more than 5 people infected for each positive individual
- Someone positive for Delta generates 1,000 times more viral material than an individual who tested positive with last year's coronavirus
- The Delta variant can be transmitted by a vaccinated or unvaccinated individual

... the good news:

- The vaccine is nearly 100% effective at preventing serious injury or death from Covid/Delta
- You are 8 times less likely to contract Covid (or Delta) if you are vaccinated!

While most residents and associates are vaccinated, we must do everything we can to protect those among us who are unable to be vaccinated or have compromised health conditions. The Delta variant is the most serious version of Covid that we've faced, and its prevalence in the broader community is higher than at any time during this pandemic. For these reasons, we urge all residents (vaccinated or not) to wear masks when out of your apartment. While none of us enjoy wearing masks, the truth is, this is the most effective action we can take to protect each other.

One additional request regarding critical service providers that many of you utilize (Hospice, Home Health, Personal Care Aides, etc). It is critical that these individuals be vaccinated for everyone's protection. The choice to use these services is yours, as is your prerogative to require that these service providers only send vaccinated individuals to assist. Please have a conversation with these agencies to ensure that they only send vaccinated individuals into our community.

### **Sales Update from Sales**

#### **FREE RENT OFFER!**

Do you know someone who is looking for Assisted Living or Memory Care? Would you like to earn one free month's rent? Residents who refer a Friend or Family Member to Woodbridge Terrace of Irvine and they move in receive ONE FREE MONTH'S RENT! *New residents must stay at Woodbridge for a minimum of 90 days to receive one month's free rent.*

### **Dining Update From Chef Adrian and Robbie**

The POS project is in full swing, I would like to thank the residents for their patience during the training process over this past week. So far, the system is working great with little to no issues. The training will continue over the weekend and into the beginning of next week so again we ask for your patience and understanding as we train the entire culinary staff on the system.

On August 28<sup>th</sup> we are going to have the Woodbridge annual Carnival please remember to RSVP at the front desk, the culinary team is working on some amazing fair style food more info to come.

### **Wellness Update From Candise**

Events

#### **Second Annual Madison Elementary School Supply Drive**

August 1st - August 17th Our Woodbridge Community is hosting our second annual School Supply Drive for Madison Elementary School in Santa Ana. Principal Solomon has expressed great appreciation for the year we did this before the pandemic. The students in the surrounding neighborhood are overcoming great obstacles and donations such as this support them more than you can imagine. They look forward to seeing us again. On Tuesday 8/17 we will deliver the donated school supplies to the students and their parents at the elementary school. We look forward to your participation and partnership!

#### **Third Annual Woodbridge Back to School Fair**

Saturday August 28, 2021 | 10 AM to 3 PM Front Cul-De-Sac

Join us for one of the greatest community wide events of the year!!! Our Woodbridge Back to School Fair will include a Fair like barbecue with hamburgers, corndogs, turkey legs, funnel cakes, high striker and dozens of prizes!!! Our local police department and fire department will also be in attendance. Join us for one last summer event with family and friends. There is a \$15 charge for adults and \$7 charge for kids 12 and under, including associates. Residents will not be charged. All guests must RSVP no later than Wednesday August 25th.

### **Maintenance and Housekeeping Update From Josh**

We have completed the installation of our new doors right next to the rotunda, leading into the courtyard. The right side of the door is now wheelchair and scooter accessible with an ADA electric door opener. We will also be starting our new flooring project this coming Monday, August 9th. This work will take a total of 5 days. However, this work will all be done after hours to ensure our residents and staffs day to day activities will not be interrupted.

### **Resident Relations Update From Rafael**

#### **Visiting Guests**

All Guests visiting Woodbridge Terrace are required to be vaccinated for COVID-19. If you choose to come visit your loved ones within our community and have been vaccinated, we ask that present your vaccination card at the front desk and a copy will be made for our records. Another option if you have not been vaccinated is to take a COVID-19 test. Once you receive your negative results you have a 24-hour window to visit. If you choose not to share your vaccination records you can still visit outside in our front patio. Digital copies of your COVID-19 vaccination Record can be requested at this link <https://myvaccinerecord.cdph.ca.gov/> .

#### **Rent Checks**

When turning in rent checks please drop them off at the front desk. As a gentle reminder please put your CUS# (Example: CUS1110111) on the memo line of the check. Also checks are to be made out to: HSRE-Kisco I TRS, LLC

#### **Resident Relations Tasks**

I will be the point of contact moving forward for all billing questions. If you or your loved one is interested in transferring apartments, I will also be the point of contact for this task. Lastly, I am here if you need help finding resources or needing assistance in the community for any reason.

### Resident Survey

Our resident surveys will be August 16th-27th. August 20<sup>th</sup> we will have a happy hour/live entertainment event so that the residents can come and complete the survey. We will also be announcing the raffle winners during the event. For the residents that complete the survey by August 20<sup>th</sup> will be entered into a raffle for rent credits. We will be raffling away various rent credits of \$25, \$50, and \$100 with a grand prize of \$250 rent credit. Families of residents may receive the survey on behalf of the resident, if the resident doesn't have an email. Families are encouraged to help the resident take the survey or the resident can take the survey on our tablets. Please let us know if you completed the survey so we can enter your ticket in the raffle!

### Assisted Living and Memory Care Update From Terrie and Matthew

Podiatry Services- Dr. Luke Won is providing services for our residents on the first and third Wednesday of every month. For AL residents please sign up at the mail room signup sheet if you would like to be seen by the podiatrist. For MC residents, families reach out to Matthew for scheduling. For more information please contact Jackie or Matthew.

Synergy Lab- If you have an order for X-Ray, Echocardiogram, EKG, Ultrasound or Doppler. Please send the order to Matthew or Terrie to schedule the technician to come out for services. Kaiser approves of this vendor for services. All we need is an order from the doctor.

Dr. Casey Goodman- If you need to be seen by a physician. Dr. Goodman is able to do medication reconciliation, chronic disease management, order labs in house and partners with outside home health agencies and hospice for further medical support. Please reach out to Matthew or Terrie if you are interested in having him follow you as the resident or the loved one looking for a new provider.

Lab Services- Terrie and I are still working on finalizing a partnership with a lab to be done in house. (More to come at the end of July-beginning August).

Top Optician- Currently speaking with a provider to provide vision checks and need for corrective lenses. Should your loved one need an ophthalmologist for cataracts, macular degeneration or eye health checkups, they can assist with referring to the nearest one.

Dr. BJ Adrezin and Dr. Yul Rapoport- They are our neurologists that will be providing services for our residents in house. At the time they will be conducting tele medicine appointments until their census builds and once the resident is established they are able to conduct testing for sensitivity of medication through

genetic testing via mouth swab, EEGs, and Extensive Neurocognitive examinations. They focus on resident with Dementia, Parkinson's Disease, MCI and etc. For more information please reach out to Matthew.

Enable Dentist- They will be coming the Third Thursday of every month to provide cleaning services, dental check-ups and any other dental needs. For additional information or wanting to sign up please reach out to Terrie and Matthew.

Clear Choice Hearing Company- They will be coming the third Wednesday of every other month in the Arts & Craft Room at 2PM. They will start August 18, 2021 and see residents every other month. For AL residents the sign up sheet is in the mail room. For MC residents, families reach out to Matthew for scheduling. They provide free hearing screenings, cleaning and service of current hearing aids.

ONR In-House Therapy- We are working on setting up rehab in our community to provide for our residents 5 days a week. They provide PT, OT & ST that will be provided in the community for the residents. More to come as we get closer to finalizing a partnership.

Aging Care Wheelchair Tune Up- Service that is provided to make adjustments on power wheelchairs, scooters or manual wheelchair adjustments. Medicare equipment benefits updated. Working on finalizing this partnership.

Three more future partnerships coming out in the next couple of months.

### **COVID-19 Orange County Numbers**

There are 269,016 cumulative cases confirmed (4,389,948 tested) with currently 454 hospitalized and 71 in ICU. These numbers are alarming and nearly doubled since last week. Please wear your mask around others to keep yourself safe. Currently, Orange County is at a 7.99% positivity rate. Thankfully, 252,473 people have recovered so far.

Have a great weekend!

Very best,

Stephen Pratt

Executive Director