

April 9, 2020

Dear Still Hopes Family,

As our time and experience increases with the COVID-19 Emergency, I need to bring a bit more information to you. If you are following the SC Governor's Press Conferences, you already know that things continue to change on a very regular basis. Thank you for taking the time to read through this sheet and please know that you are all in my daily thoughts and nearly constantly whispered prayers.

Getting grocery shopping done for you has become an almost undoable task for our staff. We need for you to ask your children and/or grandchildren, if they are local, to do your shopping for you. Our staff need this relief as soon as possible. This gives your family a new way to connect with you, even though it is not the same as a personal visit. Psychologists tell us that even this sort of connection, and being able to do something meaningful, is of value for us all. Plus, they are already doing their own shopping, so they don't have to make an extra trip into the grocery store, or, if they shop online, they don't have to make a separate time for sitting down to the task of ordering. Tacey also notes that this method of getting your groceries will best assure that you get exactly (or nearly) what you truly want; brand, size, etc., versus our staff attempting to do that well.

While we discuss food, let me also tell you that all the commercial food purveyors are finding their businesses impacted. With all the schools and universities closed, as well as restaurant businesses in steep decline, their business model simply is not working. As they take steps to dial their own model back, and try to save some operational costs during this slow down, they are narrowing the number of products they will order and keep in stock to best match what they can sell the highest quantities of. Our Still Hopes orders are fairly "upscale" compared to many of the other essential businesses, i.e. hospitals, prisons, and restaurants doing carryout business. This will mean that some of the items we have historically ordered, without issue, will be substituted by the vendor for their closest available match. An example of this: This week we ordered turkey breast as usual, which we slice here, and we got "pulled turkey" instead. From their perspective, turkey is turkey. Thus, we must take on that same perspective. They have also said we may order specific milk, i.e. whole milk, and get 2% instead. We hope substitutions like these will be minimal, but we will be at the mercy of the vendor as they work to keep their own businesses solvent, while a very large percentage of their customers are standing idle.

Thank you for taking more deliberate aim at maintaining 6 feet of space between you and your neighbors at all times. The difference is noticeable and I truly appreciate the effort. But... don't slacken up on your diligence in this. It is a very important component of our efforts to remain COVID free.

Several of you have been working full-time plus, to make masks for our licensed areas' staff and residents. This has been a valiant effort and you are being amazing. As of today, these areas only need another 50 masks to meet their immediate need. Soon, these willing workers will be making masks for you. Sherry French and Tacey Gohean will work with them to determine the best way to be certain that every one of you gets a mask, if you want one. We ALL owe a debt of gratitude to our wonderful and lovely mask makers. They are simply grand to have taken this HUGE task on for our added safety. THANK YOU!

Finally, some of you are reported to be allowing visitors to use your proximity cards for access inside. If we determine this is happening, that card will be deactivated, and you will have to use the McDowell entry and be buzzed in, so please follow the rules and keep all visitors away for the remainder of this public health crisis.

Respectfully,  
Danny Sanford