

May 1, 2020

Good Afternoon Beatitudes Strong team,

Well here we are, May 1, also known as May Day....and week seven of our new temporary normal. It's hard to believe and yet in some ways it feels even longer!

I am so proud of the resilience of each of you and of your creativity to serve our residents in different ways. Instead of hearing from me today I want to share a few notes received from families. These wonderful comments are about you and because of you! I hope they make you as proud to work here as they make me.

Dear Ms. Just,

Thank you so much for your periodic updates and all the heroic efforts that you and your staff have been making over all these many weeks to keep all the residents of Beatitudes safe. My folks are Ann and Bob Malinski who live in Central Park West. My siblings and I are frequently on campus visiting and helping my folks and attending events with them such as Mass and the weekly Sing Along that my dad runs (pre-virus of course!).

I have been so impressed with your ability to synthesize all the COVID information which is constantly updating then figuring out how to put it in place on campus. As the weeks progressed in March, I was happy when each time I came, another layer of screening/safety had been put in place.

So cool to hear about the COVID isolation area and new unit for those who had been hospitalized to be able to safely return to campus.

I can't express to you enough how much my parents, siblings and I appreciate how you are striving to keep one step ahead of this deadly virus that is targeting our elders in particular. My siblings and I have felt since my folks moved in (either 6 or 7 years ago this June) that the Beatitudes was totally the right place for them to be, especially as they've needed more services and support over time. After watching and experiencing with my folks how you are handling the pandemic, we are even more convinced that my folks and all the other residents are in the safest place they can be at this time.

I've always promoted the Beatitudes as a great place to my friends and colleagues to consider for their parents, but I'm even more proud of all the safety steps you are taking day by day, week by week to get through this pandemic as safely as possible for all the residents and the staff.



Thank you Ms. Just and all your staff: the housekeepers, CNAs, nurses, chaplains, grocery shoppers, maintenance staff, front/back office staff and especially Kathy Amend. Kathy is the heart and soul of Beatitudes to me. I know that if I call her to ask a question/advice, she's always there with exactly the right thing to say.

Thank you, thank you, thank you!! Susan

Another letter:

Thanks also for the great job everyone at the Beatitudes is doing! Like the rest of us, Mom doesn't like being on lock down, but she's very proud that the staff is doing such a good job of keeping everyone safe. She sees the reports of other nursing homes having tragic outcomes and has said to me many times in the past weeks, "I'm so glad that I'm here where they're doing everything right!" She's even asked if there's a way we could get CNN to come do a story on the Beatitudes as a contrast to the other nursing homes. That's about the highest compliment you could get from my mother!

I have also attached recent letters sent to families and residents the last two Fridays. Read at your leisure.

Stay safe, stay health, and be sure to watch the flyover in your honor by Luke Air Force Base and the Arizona Air National Guard this afternoon. It will start at 3:10!

My best to you,



Michelle Just, President & CEO

P.S Check out the new sign that will greet you as you arrive to serve our residents! Thank you for all you are doing. Like our residents and families, I appreciate you all very much!

