



OUR PANDEMIC TIME CAPSULE



OUR GRATITUDE WALL, FILLED WITH MESSAGES TO KEEP SPIRITS UP IN CHALLENGING TIMES.



(LEFT) SOMETIMES THE BIGGEST SMILES OF THE DAY CAME WHEN THE SWEETS CART ARRIVED!
(RIGHT) THE HOKEY POKEY KEPT VILLA RESIDENTS MOVING WHILE SOCIALLY DISTANCED.

Years from now, when COVID-19 is a distant memory, Sharon Towers residents, their families and team members will be able to look back on a written record of these unprecedented times.

Consider this special edition of Sharon Towers' Connection a time capsule of sorts, chronicling how our community came together to shelter in place. Read about the incredible measures to protect residents and team members. Enjoy an inside look at how we nourished everyone with delicious food and extra-special care. Save and savor the Connection as a keepsake.

There's another way to remember.

Members of the Sharon Towers community used a form entitled My 2020 COVID-19 Time Capsule to answer such questions as "How did you pass the time?" or "What did you learn from the experience?" Years from now, resident Isabel Draper will look back with a smile on her "Time Capsule." She filled her quarantine days by writing her grandkids and working on her memoir. And she learned how well Sharon Towers cared for her. Memories indeed.



ANOTHER MOMENT IN TIME

Deerwood Construction Continues

By its nature, an event like a pandemic tends to dominate everyone's thoughts and conversations. But in many ways, life goes on. That's been the case for construction on The Deerwood. Messer Construction has been hard at work on this important project as we've watched (from a safe distance).

A construction banner was installed on the new fence bordering Sharon Road announcing to the outside world that, despite challenges, progress continues. Even now.

FROM THE CEO

Focusing on what's important

This pandemic has taught us that nothing can be taken for granted. I have watched our residents and staff weather the greatest public health crisis in our lifetime with grace, dignity and an admirable strong will. With each new obstacle, everyone rose to the occasion. Our medical and nursing team skillfully managed our health needs. Culinary services overcame the logistical challenge of serving delicious meals with no dining area. Vitality and well-being kept our minds active, distracting us from the news of the day. And the residents, no strangers to great sacrifice, remained our steel-willed inspiration.

We've learned that little things mean a lot. Meals, medical care, groceries and even a virtual visit with family are the important things. We will surely carry that lesson with us in the years ahead.



Anne Moffat, CEO

Anne O. Moffat

CEO

The Art And Science of “Dining In”



ALLISON'S SPECIALTY MEALS TO-GO.

WHERE THERE'S A WILL...

Nearly 600 times a day, a very special delivery is satisfying residents hungry for more than breakfast, lunch and dinner.

That's how many meals are being prepared each day at Sharon Towers during the COVID-19 pandemic. But more than cooking up a delicious piece of salmon, the culinary services team understands and embraces its bigger mission: To brighten the lives of residents and remind them, as Director of Culinary Services Milton McGowian says, “We're all in this together.”

There is an art to cooking, and a science to feeding 300 residents and 300 team members during a quarantine. At the end of each week, menus are circulated for the following week. Residents peruse the menu, then place their order with their Ambassador, a staff member assigned to check in with them, to make sure they're OK and have everything they need. Residents can order breakfast, lunch and/or dinner. For dinner, there is a choice of two entrees and the sides that go with it. Not to worry, Milton says. “We still serve prime rib. We still serve crab cakes.” That isn't all. An email link sent to residents allows them to order groceries from the Pop-Up Store or a meal from Allison's To Go – hors d'oeuvres, salads and such entrees as eight-ounce Maine lobster tail and eight-ounce marinated filet mignon.

To complete the no-contact operation, meals are delivered in sanitary containers. Members of the Vitality And Well-Being Team deliver to the cottages and villas. The culinary services team handles the rest of the deliveries. CEO Anne Moffat and other staffers happily pitch in. “Because social distancing limits the interaction we

have with each other,” says Anne, “it's important to participate in every community activity that we can.” Pitching in is the theme for the entire Sharon Towers community. Residents quickly caught on to the drill, placing a table or chair outside their door on which their meals can be placed.

That includes theme nights, such as Italian Night, featuring an individual pizza, salad, tiramisu and mini bottle of red wine.

Milton says the culinary services team of 55 has risen to the occasion and is pulling all this off with a smile. The dress code was relaxed. Team members were invited to bring in their baby pictures to see if we could guess who's who.

“The mood is good,” says Milton, who has devoted his culinary career to senior living. “We make sure we're doing all we can for employees and residents. We just want to take care of people.”

Residents deeply appreciate the quality of the food and the kindness with which it is being delivered.

“It's the most amazing thing in the world. I get choked up every time they bring a meal to me. Everyone is doing their best to take care of us,” says Martha Mallory, who moved to Sharon Towers last November.

“We are so lucky to be at Sharon Towers,” says Carol Young, a resident for 14 years. “I can't express it. They've done everything to make our lives fun and safe. It's unbelievable. And culinary services has gone out of their way.”

Carol, incidentally, says she always enjoys the salmon. But it's not her only favorite. “Oh gosh, the lamb chops!”

WE GOT NOTICED!

Milton McGowian, director of culinary services, and his team sure have made lemonade out of lemons in response to COVID-19. In fact, they have completely reinvented the way residents are consuming both groceries and prepared meals from Sharon Towers' restaurants. Their methods are so innovative they have been featured in articles written by Senior Dining and Liberty University.

Senior Dining has featured Sharon Towers' culinary services twice, applauding efforts to continue serving residents the same foods they have come to love while minimizing risk of exposure to the virus. While taste and quality take a front seat, bringing joy to residents is equally as important. The culinary services team has worked tirelessly to ensure takeout options

taste the same as they do when dining in one of Sharon Towers' restaurants and continues to add flair and social aspects when appropriate.

Liberty University highlighted the pop-up grocery store that Milton and his team opened as an efficient way to deliver groceries to the 330 Sharon Towers residents. In this streamlined grocery delivery service, residents choose from hundreds of items in an online form. This program has been so successful that Sharon Towers has implemented the same system for the pharmacy.

We would like to thank Milton and our culinary services team for continuing to spice up life at Sharon Towers during this pandemic! We are grateful for all that you do.



RESIDENTS AND STAFF CAN ORDER GROCERIES AND PREPARED FOOD THROUGH SHARON TOWERS.

Oh, The Things We Did!



THE DEERWOOD CONTRUCTION CONTINUES TO MOVE FORWARD!

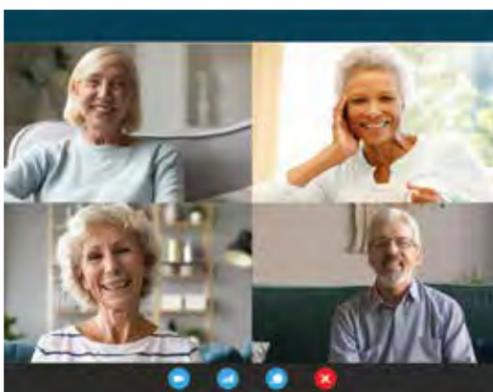


LITTLE VIRUS, BIG CHALLENGES

The mission to protect residents and staff has led to extraordinary measures and wonderful cooperation.

Communal dining and group activities were canceled during the time of shelter-in-place orders. Residents continue to have meals delivered. Residents leaving their apartments wear masks. Nonclinical staff wear masks. Clinical staff wear masks, eye protection, gloves and cloth gowns while caring for residents. Everyone entering Sharon Towers has their temperature taken, is screened for COVID-19 symptoms and washes their hands at the new outdoor sink. Visitors are restricted. Health Care, Assisted Living and Skilled Nursing residents are screened each day for COVID-19 symptoms and fever.

The pandemic asks all to embrace an attitude of safety. "We followed the rules," says resident Eric Locher. "And we look forward to when we can get back together."



IT'S A VIRTUAL WORLD

In our yearning to connect with family and friends, FaceTime, Skype and Zoom provide the antidote to COVID-19.

During the lockdown, residents stayed in touch with loved ones via phone, computer or iPad. Many continue to communicate that way.

Thirty years ago, Jenny Pusser, Sherrill Suiter, Phyllis Acton and Sharon Garfield started a bridge club. They haven't played cards in years. It's love that keeps them connected. Jenny and Sherrill live at Sharon Towers. Phyllis is retired from the marketing team. Unable to meet during the pandemic, they gathered by Zoom at 5 p.m. each Tuesday, Thursday and Sunday to share their day. The tradition endures.

In Health Care and Assisted Living, team members helped residents connect with loved ones via FaceTime and Skype. There were many "I miss you's." One family prayed and sang hymns, which Director of Vitality & Well-Being Jessica Bourque will never forget: "We all cried."



THE BEST THINGS IN LIFE ARE FREE

How the Sharon Towers community does its best to stay engaged and well is the stuff of which memories are made.

Exercise and balance classes, line dancing, yoga, book club, memoir writing, daily movies – all that and more have been made possible by the wonders of technology. Pianist Ethan Uslan performed a weekly concert. Residents received COVID-19 updates during a Sunday afternoon Zoom call. Extra benches were placed by the fountain so residents could gather (from a distance) for fellowship and a beverage. Putting a straw through your mask is tricky! The Towers Treat Trolley brings snacks to each resident. On Cinco de Mayo, a mariachi band played on the in-house TV channel as margaritas were delivered door to door.

The moral of the story?

We can't always connect in person. But we still find ways to be the family we are and always will be.



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CONNECTION
NEWSLETTER

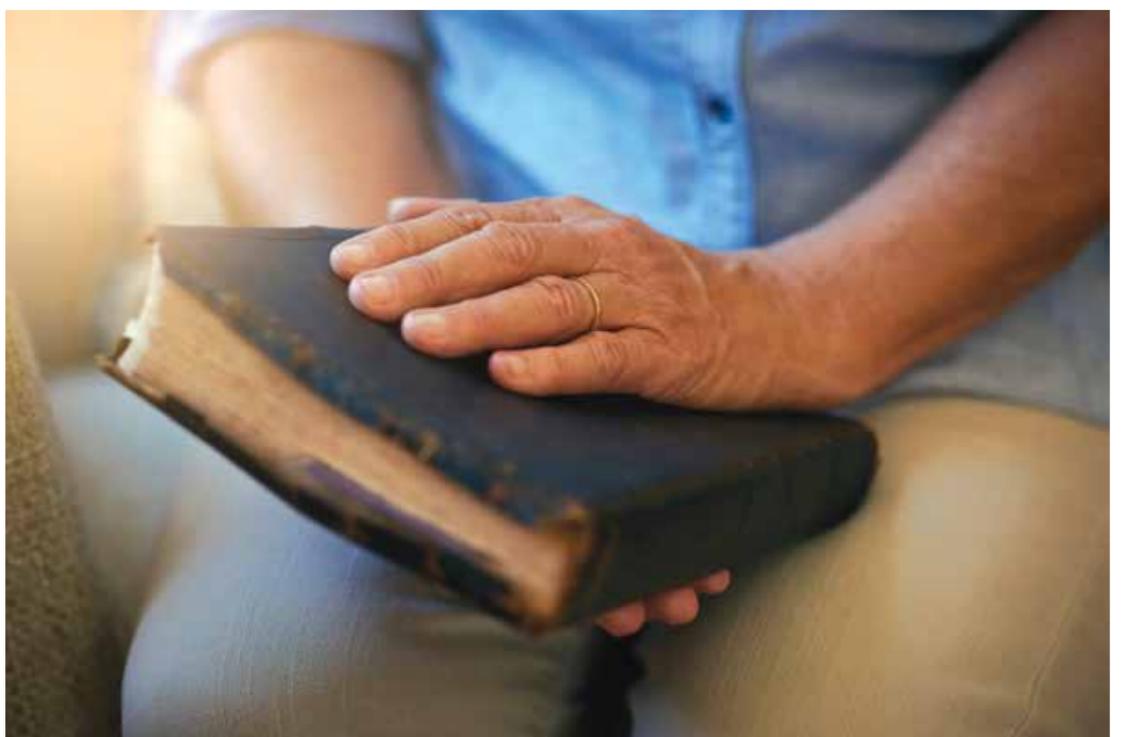
SUMMER 2020



Download a copy at
sharontowers.org/connection.

*Contact us today for
more information or to
schedule a virtual tour.*

*Call Judy Beaird
at 704-556-3231.*



PANDEMIC PERSPECTIVE IN FAITH

Caroline East Berardi, Chaplain

Our residents know – beyond any doubt – how much they matter to each one of our team members, to their fellow residents and to the city of Charlotte. Many tell stories of polio, of measles, of hardships endured to win the war. Through their stories, they remind those of us with fewer lived experiences that love is stronger than physical proximity, that life is

more than the places we go, that joy remains as possible as it's ever been and that faith and hope are what carry us through hardship.

I have seen our residents- as they interact with team members. This generation has been through so much more than many after them. And so, I see them taking the lead in prayer, in encouragement, in connecting, in reminding the folks around them that this, too, shall pass.