

August 18, 2023

Dear Residents, Families, and Staff:

Early in the morning on Sunday August 13th, we had an overflow of toilets and urinals in bathrooms in The Hub. Our Director on Duty was on campus, the staff was immediately alerted to the water and unfortunately a second back up occurred around noon time. Both our maintenance and environmental service teams responded immediately to both events as did several Department Directors. I was also in contact with the team through the morning and afternoon. Our third-party vendor who routinely cleans, clears and images our pipes was able to quickly identify that we had a clog in a common line from the bathrooms in The Hub going out to the street. Note that these pipes were cleaned the week of August 6th, so we believe this clog occurred after that time. There were no issues with equipment failure; our newly installed sewer pump is working just fine. This was a clog from paper towels being flushed down the toilets in The Hub. Serve Pro was on site to clean, sanitize and dry the area. We are asking that residents and staff refrain from flushing anything down the toilet except for toilet paper provided in the stalls. Any other paper or products will result in another back-up and overflow.

Correction

Our Ash tree registration was submitted in 2016, not 2022. It was the first major project undertaken by the newly established Wildlife Refuge Committee. The actual dimensions at that time were 106 feet 2 inches by 87 feet 6 inches. As previously mentioned, we are working on ways to honor and remember our beloved Ash.

Marketing Office & Club Room Moves

Marketing: On Friday, August 18th, our Marketing Department will move to a temporary location in the Hub. Conference Room A and Conference Room B will serve as our Marketing offices while we prepare for the renovation of offices in the J Hallway.

Club Room: The Club Room will be closed today August 18th. Those who had reserved the Club Room for that day have been directed to another location. The Club Room Annex (the back of the Terrace Dining Room) will serve as a temporary Club Room until our Club Room renovation is finished. If you have already reserved an event in the Club Room, you do not need to rebook but are directed to the Club Room Annex. If you need additional space other than the Club Room Annex, please check with the front desk to see which other room might better suit your needs.

Board Room: The Board Room will remain open as is for a short while, but we have also prepared a temporary location, the Board Room Annex which is located in the Health & Wellness Conference room. If you have an event already booked in the Board Room, once the Board Room is closed you are directed to use the temporary space in Health & Wellness.

Pool

The swimming pool will be closed until further notice while we work on having the compressor replaced. We appreciate your understanding.

COVID-19

Two Residential residents tested positive and are on quarantine. No Care Center residents are positive at this time. Two staff members tested positive and are at home on isolation.

Enjoy this beautiful weekend!

Maureen