

# FirstHAND NEWS

COMMUNITY NEWSLETTER



## IN THIS ISSUE

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and Transportation Teams

July's Pet of the Month

# SPOTLIGHT

ON TRANSPORTATION AND HOUSEKEEPING

DOUBLE COVER EDITION



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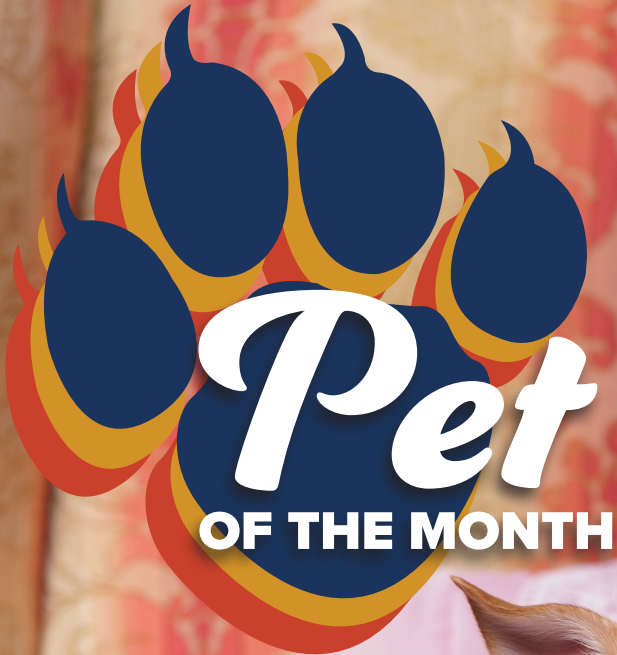
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## *Ms. Freya* AT SILVER SKY

Ms. Freya is Silver Sky resident Katherine Chaffin's four-legged companion. Ms. Freya came into Katherine's life as a Mother's Day gift from Katherine's daughter. As the best dressed little princess at Silver Sky, Ms. Freya loves to wear beautiful collars and scarfs and cuddle with her mommy, while Katherine watches TV, reads books, and knits.







Maria Cardozo

Caroline Milam

Cristina Amias

# CLEAN SWEEP

## How Housekeeping Keeps Us Going

There is nothing like walking into your home and finding clean, fresh linens and a sparkling floor. One of the vital parts of the housing industry is the housekeeping department. There is a high standard of cleanliness and hygiene, that is expected of any housekeeping department. Luckily for us at Silvery Sky at Deer Springs and Silver Sky, we have five ladies who go above and beyond.

Caroline Milam, our veteran housekeeper, has been with the company for 9 years since July 18, 2012. Caroline certainly enjoys the job she does. “I get to do what I love. And I do love this job,” she declares. Her favorite thing about working for Deer Springs is the residents she cares for, and the people she works with. Those people being Cristina Amias and Maria Cardozo, both of whom have been with the company since 2015. Cristina and Maria are both from the Philippines and are the liveliest duo ever. To Maria and Cristina the residents are all like family and the feeling is mutual. Our residents had nothing but good things to say about the housekeepers. Stating that everyone always does such a great job with the rooms and facility. When asked what she loves about her job, Cristina had this to say. “I really enjoy helping older people. At the end of the day, I feel accomplished and relaxed.”

Caroline, Cristina, and Maria can always depend on each other when it counts. It is all about creating a big impression and exceeding expectations in their department. Our housekeeping accomplishes such a feat by having a team of people, we can truly depend on.



Vanessa Sanchez

Gail Meador

Both Vanessa and Gail treat Silver Sky just as if it were their home, in fact it is there home away from home. They are a key part of our Silver Sky Family. Gail Meador has been with Silver Sky for five years. She has worked in housekeeping services for 30 years. Gail loves dogs and enjoys working with the residents. She is a little shy but always there to help anyone in need. The residents love her. Vanessa Sanchez came to Nevada from Mexico in 1999. Her first job was in housekeeping at an assisted living, and she loved it. She discovered it was her calling. A veteran of 20 years in housekeeping, she came to Silver Sky four months ago. Vanessa has been a hard worker and fell in love with the residents. Being a spiritual person, she believes that her love for the residents is more than returned by their love for her. They are a dynamic team.

First impressions are so important and thanks to our housekeeping staff, our guests see a home like clean, fresh smelling inviting building.

## June's Yearbook



### NEW HIRE


Jane Siatunuu (Salas)  
Med Tech  
at Silver Sky



### TRANSFER

Elizabeth Enox  
Caregiver at Silver Sky  
(Previously from  
Silver Sky at Deer Springs)



A photograph of Jackie Reynolds, a woman with short dark hair, wearing a light blue polo shirt and a name tag. She is sitting in the driver's seat of a vehicle, smiling at the camera. The background shows a residential building.

Jackie  
Reynolds

# TRANSPORTATION IS *DRIVEN* TO EXCELLENCE

The global pandemic may have put a halt on transportation in 2020, but in 2021, our wheels are rolling and the engines are running. The current driver for Silver Sky at Deer Springs is Miss Wanda Cobbs. Still fairly new, Wanda has been with the company since February of 2021. The best part about her job is getting to drive to different places. Whether she is going from the doctor's office or to the casino, Wanda

always brings her positive energy and a warm smile. "I get to assist as many seniors as possible, and that is a real highlight."



Wanda  
Cobbs

There is one person in every facility that everyone knows that lights up the room and makes everyone feel better. At Silver Sky it is Jackie Reynolds. Jackie has worked at both Silver Sky and Silver Sky at Deer Springs Assisted Living Communities. She is always dependable, adaptable, and entertaining as the driver for Silver Sky. Her motto is safety and caring. The residents trust and love her. She goes out of her way to make her trips special. Additionally, Jackie also assumes extra duties of helping to clean the rooms when not driving. We are lucky to have her as part of the team.



# Rent Due July 10<sup>TH</sup>

Paying rent is easier than ever before with our online payment options. Residents and their families can make payments via checking/saving accounts or debit/credit cards by using our secure, resident portal. As we continue to monitor COVID-19 and work to keep our communities safe and healthy, we encourage online payments now more than ever before to ensure we limit visitors in our buildings. In-person rent payments are also acceptable and can be collected in the main office.

**As a reminder, monthly rent and care fees are due by the 10th of each month. Please contact the front desk reception at your community if you have any questions.**

**Please note, monthly rent and fees that are not submitted by the 10th of the month will accrue a late fee. Please pay rent and fees on time.**

**Additionally, The National Automated Clearing House Association (NACHA) has mandated that all ACH originators of WEB Debit entries are required to perform account validation when processing ACH payments. ACH Account Validation requires that tenants validate their bank accounts through a micro deposit that must be verified before the account can be used for initiating a payment. NACHA's new rule is intended to improve fraud detection on the ACH network.**

**To comply with this new rule, Yardi will implement ACH micro-transaction verification, or "trial deposits," to meet the NACHA mandate within the next 30 days. This means that Yardi will make a small deposit to all newly boarded tenant bank accounts which must subsequently be verified by the account owner, after which payments may be debited from the account.**

**The small deposit made by Yardi will carry the descriptor "BANK VERIFY" and will typically post one business day after a tenant boards their bank account within the RENTCafé product suite.**

**This rule is not retroactive and is required for only newly boarded bank accounts.**

**Please direct any questions regarding this update to your Payment Processing Support Team.**

## Transportation Reminder

**Transportation will provide outings in the morning and afternoon on Tuesdays and Thursdays. Outings will consist of shopping, lunch spots, casinos, the Pin Ball Hall of Fame, Ethel M Chocolate Factory, the LINQ, and more! Tuesday and Thursday outings are completely optional but may be high in demand. Make sure to sign up early! Spots will fill up. To learn more about Tuesday's and Thursday's transportation outings, see the front desk reception.**

**As a reminder, transportation services are available Mondays, Wednesdays, and Fridays for all clinical specialties/medical appointments. Masks on public transportation, including Nevada HAND buses, are required.** If you need transportation to an upcoming appointment, please complete a transportation request form at the front desk. Request forms must be returned to the front desk at least 72 hours before your appointment. If you have questions about our transportation services, please contact the front desk reception at your community.