



## Our Community Newsletter March 2026

### Poem of the Month

### "March" by Emily Dickinson

We like March, his shoes are purple,  
He is new and high;  
Makes he mud for dog and peddler,  
Makes he forest dry;  
Knows the adder's tongue his coming,  
And begets her spot.  
Stands the sun so close and mighty  
That our minds are hot.  
News is he of all the others;  
Bold it were to die  
With the blue-birds buccaneering  
On his British sky.

## **Resident Birthdays**

3/1 - Brian V.  
3/2 - Rod V.  
3/4 - Cre P.  
3/28 - Harry V.  
3/30 - Don S.

## **Staff Birthdays**

3/3 - Mara R.  
3/7 - Chloe O.  
3/8 - Jennifer R.  
3/12 - Norma R.  
3/18 - Ed P.  
3/22 - Whitney M.  
3/29 - Danielle W.

## **Staff Work**

### **Anniversaries**

Nanci H. - 3 Years  
Dinah R. - 3 Years  
Yvonne M. - 2 Years

## **Resident Move-in Anniversaries**

Marge R. - 3/25/20 - 6 Years  
Jim H. - 3/8/22 - 4 Years  
Dave O. - 3/22/22 - 4 Years  
Dona T. - 3/11/24 - 2 Years

## **Welcome New Residents!**


Dennis and Tracy Swanson into Room 202 on 2/23/26

# Department Updates & Reminders

## Community Life

**Community TV Streaming Services - Carver Ridge has subscriptions to Disney+, MLB.TV (Twins only), youtube premium, and Amazon Prime.** These streaming services are available on the tvs in community areas (Pub, Bistro, Community Room, and Wellness center). Feel free to utilize. Please use your best judgement when selecting shows. They are in public spaces. A good rule of thumb-If you wouldn't watch it with your 12 year old grandchild, please don't watch it on a community tv.


To view - press "home" button on remote (looks like a house). Use the arrow buttons to navigate to the app selections. They look like this:

youtube:  YouTube

youtube is best for background videos (relaxation), old movies, informational shows.

Disney+: 

Disney+ has all of the disney library along with star wars universe, fox shows, national Geographic, and much more!

Amazon Prime: 

Amazon Prime has a huge library of a wide range of genres.

“A quiet conscience makes one strong!” – Anne Frank

One of the three components of resilience, according to the Spark Model, is strength. Often, we think of strength as being big, loud, and commanding. Sometimes it is! And other times, strength is found in the quiet people and places, in doing the right thing day after day. Strength is seen in persistence when facing challenges and in perseverance through troubling times. Throughout our lives, as we collect experiences and come to understand the world in bigger, broader ways, we develop strength of conscience. In elderhood, we have the unique benefit of a lifetime of building this strength. May we seek opportunities to share this strength by building community, encouraging others, and choosing to do the right thing with each new day.



**Customer Experience Survey Results and Our Commitment to Continuous Improvement**

Thank you to everyone who took time to participate in our annual survey last fall. We appreciate you. We received valuable feedback that will help us enhance the quality of life here at Carver Ridge.

**We are pleased to share the results with you:**

**Key Highlights:**

- 100% of residents and families feel safe at Carver and agree that respect is consistently shown to the residents.
- 100% of residents and families feel safe in their surroundings.
- 96% of residents and 100% of families believe that staff are cheerful and friendly
- 95% of residents and 100% of families state that the resident enjoys participating in activities.

When asked to describe their experience in three words, respondents most frequently used the following descriptors:

**comfort  
good**

**friendly  
happy**

**safe  
helpful**

**caring  
pleasant**

**clean  
fantastic**

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**Areas for improvement:** Your feedback also identified three areas where we aim to enhance our services. Here's how we will address each:

**Food tasty and appealing:** 65% of residents find our food tasty/appealing, and we want to increase that number. The survey was sent to residents and families right after new Culinary Director Michael Krienke started. Since he started, Michael has been working with the kitchen staff to improve food quality, temperature, and customer service.

Did you know that you can attend a monthly meeting with the Culinary Director and other residents to share what you like and don't like about meals? These meetings are the 3 Wednesday of the month at 10am in the Bistro. Michael takes detailed notes during these meetings so he can implement changes for the items that are appropriate for us to do so. At the last two meetings, the residents in attendance reported an improvement in the meals since he started, including the delicious meal at our holiday party. Michael has also been openly accepting and using resident suggestions for recipes.

**Meal time flexibility:** We allow 90 minutes for each meal time. Breakfast is 7:30am-9am, lunch is 11:30am-1pm and dinner is 4:30pm-6pm. If a resident wants a meal but does not come to the dining room in time, there is always fresh fruit available in the bistro, and the kitchen can make a sandwich during non-meal times if they miss a main meal (though this should be a rare occurrence and not a regular action).

**Access to transportation:** Have you heard of Lifespark Go! It is a transportation service available, for a fee, to all Lifespark residents. A flyer with information about this service is attached. If you have questions or would like more information, please see Jenna Steere or Emily Morrissey.



Help with grocery,  
pharmacy, and  
essential errands.  
Your health & safety  
are our priority.  
We use CDC-approved  
practices.

Better Quality of Life for Your Loved One

## PEACE OF MIND FOR YOU



Your aging parent or loved one is likely reluctant to give up the independence and quality of life that driving offers. **The good news is they don't have to.** Lifespark GO! accompanied transportation (powered by Envoy America) provides seniors the ability to stay independent, healthy, socially active, and enjoy life—all without getting behind the wheel of a car. We can help with:



**DOCTORS'  
APPOINTMENTS**



**GROCERY  
SHOPPING**



**RELIGIOUS  
SERVICES**



**ANY OTHER  
ERRANDS OR EVENTS**

### WHAT MAKES US DIFFERENT:

**We're much more than just a driving service.**

All our Companion Drivers are typically 50+ in age and specially trained to provide a helping hand (just like a son or daughter would) with the tasks that often become more difficult for seniors.

- + Helping customers into and out of the car and walking them inside the building
- + Stowing their walker or wheelchair
- + Engaging them in conversation
- + Helping them with their shopping & carrying packages/grocery bags
- + Pick up customers at the door, not the curb
- + Waiting at a doctor's appointment so they can leave immediately after appointment
- + Making multiple stops, assisting them throughout the trip

#### **Our Companion Drivers are trained in:**

- + First aid & CPR
- + Defensive driving
- + How to help them safely transfer out of a wheelchair and into or out of a car
- + How to work with seniors who may have memory issues
- + How to listen and provide companionship

# Why Lifespark GO! powered by Envoy America?

Because we understand the value of having peace of mind that your loved one is in good hands and enjoying their independence.



## EXTRA ASSISTANCE

We provide caring companionship and assist with getting in and out of the car, shopping and carrying groceries/packages, as well as waiting at doctor's appointments.



## SAFETY

All our drivers are certified and hired only after extensive interviewing, background/reference checks, drug screening, and training.



## WARM, COMPASSIONATE SERVICE

Our drivers are typically 50+ and provide compassionate care, just like a son or daughter would to their parents.



## EASY TO USE

Call in advance and make a reservation with a live person or use our convenient website. You can even ask for a specific driver.



## AFFORDABLE

We're 20%-30% less expensive most of the time, compared to a taxi or Uber/Lyft, BUT we provide more and significantly better service 100% of the time.

## How It Works

**1** Choose from a pay-per-ride option or a monthly subscription.

### Just call to set-up an account.

A month-to-month subscription can be cancelled any time.

**2** When transportation is needed, call us at least one day in advance at 480-584-5894 or use our convenient website to arrange pick-up time and place. You'll always speak to a live person and can request a specific Companion Driver.

**3** Our Companion Driver arrives at the front door at the scheduled time, helps customer in and out of the car, assists with errands (making multiple stops), provides companionship, waits at appointments, and assists customer back in their home.

# 480-584-5894

## GIVE US A CALL. WE'RE HERE TO HELP.

We're happy to answer any questions you may have. If you decide to set up an account, it's easy and fast. For more information, call or visit [envoyamerica.com](http://envoyamerica.com) today.