



TO: Mill Street Tenants & Family Members
From: Mick Siems, Director
DATE: October 16, 2020
RE: Guest Services Representative, Dining Room re-opening

Dear Mill Street Tenants & Family Members,

Guest Services Representative: Our Essential Caregiver visitation program has been up and running now for about two weeks and has been very well-received. To date we have had 12 family members go through the orientation process which, in addition to spelling out the do's & don'ts associated with becoming an Essential Caregiver, has given those involved the opportunity to again have face-to-face contact with their loved one.

A big part in helping safely manage the return of visitors back into our building has been the addition of the Guest Services Representative position to our Mill Street staffing team. The Guest Services Representative is essentially the gatekeeper to our community, being a first contact for our Essential Caregivers and also the person who performs the important health screening of those seeking to entering our building. Jacob (Jake) Miller has been hired to fill this role and has provided the following brief bio:



Hi! My name is Jacob Miller, and I am the Guest Services Representative here at Mill Street. I prefer to go by Jake. I studied English and German at the University of Minnesota Morris and graduated in 2019. I like to write stories and poetry, and I'm even working on a novel. You can also ask me about my work as a Watercraft Inspector in Otter Tail County over the summer. I'm happy to help with your visits!

We are so excited to finally allow visitors back into our building. We also look forward to looser restrictions as we return back to normalcy. If you have an interest in becoming an Essential Caregiver, or would like to learn more about this visitation program, please contact Jake or Tara by calling (218) 739-2900.

Dining Room Re-opening: I'm happy to share that after seven months of room-delivered meals, our dining room is set to re-open! Social distancing is still of immediate concern though; through the use of plexiglass dividers, we now have the opportunity to safely seat two people per table. While I know of a handful of tenants who didn't mind of having to eat alone in their rooms whatsoever, the feedback I've heard from the vast majority is that they are so looking forward to returning to our dining room. Bon Appétit! 😊



As always, the health and well-being of both our staff and our tenants continues to be our highest priority. If you have any questions or concerns you are invited to contact me at 218-736-8590. I will continue to provide updates on any important news and/or emerging issues. Have a great weekend!