



THE (SUMMER) SCOOP

Senior Resource Newsletter

June-August 2020

Message from Management

The City of Garden Grove Community Services Department recommends that senior citizen residents stay informed of heat conditions during summer months. This summer edition provides you with resources and information on how to beat the heat.

We'd also like to recommend that you continue practicing social distancing and take recommended precautions to reduce the spread of COVID-19. On June 13, 2020, Governor Gavin Newsom approved Stage 3 of the State's Re-Opening Plan. The Community Services Department has moved into re-opening recreational facilities with limited capacities and specific guidelines that adhere with the State and County. Due to the high-risk population the Senior Center serves, it will remain closed until Stage 4 of the State's Re-opening Plan, or until further guidance is provided. The Center continues to provide weekly meal distribution, wellness checks, information and referral services, and plans to offer additional virtual programming soon.

H. Louis Lake Senior Center 11300 Stanford Ave. Garden Grove, CA 92840 (714) 741-5253

Monday-Friday 8:00 a.m. - 3:30 p.m.

Find a digital version of this newsletter online at www.ggcity.org/seniorcenter

We hope you all stay safe and healthy this summer season.

-Community Services Management Team

"Age is not how old you are, but how many years of fun you've had."

- Matt Maldre



Senior Center frozen meal assembly, May 2020

In This Issue

- Important Numbers
- Wellness Checks
- Beat the Heat
- Food Services
- Donor and Volunteer Spotlights
- Tax Return Info
- Virtual Assistance
- COVID Facts
- Community Resources
- Fitness

Important Phone Numbers

City of Garden Grove Directory/ Important Numbers

Agencies/Services	Phone Number	Email/Website			
Adult Protective Services	(800) 451-5155	www.ssa.ocgov.com			
Acacia Adult Day Care Center	(714) 530-1566	www.acacia-services.org			
Community Legal Aid SoCal	(714) 571-5200	www.communitylegalsocal.org			
Garden Grove Community Services Department	(714) 741-5200	recreation@ggcity.org			
Garden Grove Community Meeting Center	(714) 741-5262	events@ggcity.org			
Garden Grove City Hall	(714) 741-5000	www.ggcity.org			
Garden Grove Code Enforcement	(714) 741-5358	www.ggcity.org/code-enforcement			
Garden Grove Graffiti Hotline	(714) 741-5381				
Garden Grove Animal Care Services	(714) 741-5565	animalcare@ggcity.org			
Garden Grove Police Department (Non-Emergency)	(714) 741-5704	police@ggcity.org			
Garden Grove Main Library	(714) 530-0711	www.ocpl.org			
Garden Grove Water Department	(714) 741-5078	www.ggcity.org/water			
H. Louis Lake Senior Center	(714) 741-5253	www.ggcity.org/seniorcenter			
HICAP-A Program of Council on Aging	(714) 560-0424	www.cahealthadvocates.org			
O.C.T.A. Access	(714) 220-0224 (714) 636-7433	www.octa.net			
Orange County Fire Authority	(714) 573-6000	www.ocfa.org			
Republic Services	(714) 238-2444	www.republicservices.com			
Social Security Administration	(800) 772-1213	www.ssa.gov			



Senior Wellness Program

In response to the COVID-19 pandemic, the City of Garden Grove H. Louis Lake Senior Center is providing a Senior Wellness Program for Garden Grove seniors. City Community Services staff will conduct weekly phone calls to check on the well-being of seniors. The phone calls also serve as an opportunity for seniors to socialize with staff, help promote mental well-being, and provide valuable community resources during COVID-19.

In partnership with Meals on Wheels Orange County, the H. Louis Lake Senior Center is providing frozen meals for seniors over 60 years old.

Seniors interested in registering for the Senior Wellness Program or for more information on how to receive frozen meals, may contact the H. Louis Lake Senior Center at (714) 741-5253, Monday through Friday, from 8:00 AM to 3:30 PM.





Institute on Aging Friendship Line

Just dial 1-800-971-0016

The Friendship Line is both a crisis intervention hotline and a warmline for non-emergency emotional support calls. It provides round-the-clock crisis support services including: emotional support; elder abuse reporting; well-being checks; grief support through assistance and reassurance; active suicide intervention; and information and referrals for isolated older adults and adults living with disabilities.



In addition to receiving incoming calls, Friendship Line also offers outreach to eligible callers. Volunteers connect with people on a regular basis, and help monitor their physical and mental health concerns. The call-out services act as an intervention to prevent suicide in the long term by improving the quality of life and connectedness of isolated callers. Any aging adult or person living with disabilities, who suffers from depression, loneliness, isolation, anxiousness, or may be thinking about death or suicide, can benefit from completely confidential phone calls with Friendship Line volunteers. Sometimes the road to happiness begins by simply saying hello to someone who cares.



BEAT THE HEAT:

Extreme Heat

Heat-related deaths are preventable

WHAT:

Extreme heat or heat waves occur when the temperature reaches extremely high levels or when the combination of heat and humidity causes the air to become oppressive.



WHERE:





Construction worksites



HOW to AVOID:





Stay hydrated with water, avoid sugary beverages

Stay cool in an air conditioned area



Wear lightweight, light-colored, loose-fitting clothes



During extreme heat the temperature in your car could be deadly!

Outside Temperature 80°







Time Elapsed: Time Elapsed: 40 minutes



60 minutes

Major

HEAT ALERTS: Know the difference.

HEAT OUTLOOK

HEAT WATCHES

HEAT WARNING/ADVISORY

Minor

Excessive heat event in 3 to 7 days

Excessive heat event in 12 to 48 hours

Excessive heat event in next 36 hours

DID YOU KNOW?

Those living in urban areas may be at a greater risk from the effects of a prolonged heat wave than those living in rural areas.

heat-related illnesses Most occur because of overexposure to heat or over-exercising.

Sunburn can significantly slow the skin's ability to release excess heat.

During 1999–2009, an average of 658 people died each year from heat in the United States.

\$30 BILLION estimated total cost

of the 2012 US drought and heatwave.

For more information on ways to beat the heat please visit: http://www.cdc.gov/disasters/extremeheat



HEAT-RELATED ILLNESSES

WHAT TO LOOK FOR

WHAT TO DO

HEAT STROKE

- High body temperature (103°F or higher)
- · Hot, red, dry, or damp skin
- · Fast, strong pulse
- Headache
- Dizziness
- Nausea
- Confusion
- · Losing consciousness (passing out)

- Call 911 right away-heat stroke is a medical emergency
- Move the person to a cooler place
- Help lower the person's temperature with cool cloths or a cool bath
- Do not give the person anything to drink

HEAT EXHAUSTION

- · Heavy sweating
- · Cold, pale, and clammy skin
- · Fast, weak pulse
- Nausea or vomiting
- Muscle cramps
- Tiredness or weakness
- Dizziness
- Headache
- · Fainting (passing out)

- · Move to a cool place
- Loosen your clothes
- Put cool, wet cloths on your body or take a cool bath
- Sip water

Get medical help right away if:

- · You are throwing up
- · Your symptoms get worse
- Your symptoms last longer than 1 hour

HEAT CRAMPS

- Heavy sweating during intense exercise
- Muscle pain or spasms

- Stop physical activity and move to a cool place
- · Drink water or a sports drink
- Wait for cramps to go away before you do any more physical activity

Get medical help right away if:

- · Cramps last longer than 1 hour
- · You're on a low-sodium diet
- · You have heart problems

SUNBURN

- · Painful, red, and warm skin
- · Blisters on the skin

- Stay out of the sun until your sunburn heals
- Put cool cloths on sunburned areas or take a cool bath
- Put moisturizing lotion on sunburned areas
- Do not break blisters

HEAT RASH

- Red clusters of small blisters that look like pimples on the skin (usually on the neck, chest, groin, or in elbow creases)
- · Stay in a cool, dry place
- · Keep the rash dry
- Use powder (like baby powder) to soothe the rash



Alzheimer's | ORANGE COUNTY

Virtual Support Group Calendar

Looking for connection and support with other caregivers? Join a virtual Zoom support group! We have several days and times to choose from. You can participate via video call or telephone (audio only). We also invite you to join our **Facebook Caregiver Support Group** to stay connected with other caregivers and care partners.

Alzheimer's/Dementia Caregiver Support Group

- 1st & 3rd Wednesdays at 10:00 AM
- Every Wednesday at 1:30 PM
- 2nd & 4th Wednesdays at 3:00 PM
- 3rd Tuesday of the month at 7:00 PM

Specialized Support Groups

- After Dementia (Grief & Bereavement Support)
 - 1st Monday of the month at 1:30 PM
- Faith-based Support Groups
 - 1st Tuesday of the month at 5:30 PM
 - 1st & 3rd Mondays at 7:00 PM
- Men's Caregiver Support Group
 - 2nd Tuesday of the month at 6:00 PM

Contact **kathy.carchidi@alzoc.org** or call **844-435-7259** if you are interested in joining a support group. Check https://www.alzoc.org/services/support-groups/ for the most up to date information



Lunch Café Program

Due to COVID-19 (Coronavirus), the H. Louis Lake Senior Center Lunch Café program has been converted to a frozen meal pick-up program. Frozen meals will be available for pick-up via a drive through or walk-up option every Tuesday from 10:00 a.m. until 12:00 p.m. at the H. Louis Lake Senior Center (11300 Stanford Avenue). Adults age 60 and over are eligible to receive meals. For more information, please call (714) 741-5253. Days, times, and locations for pick-up are subject to change.

Registered Lunch Café participants can have a family member or friend pick up their meals by providing the first and last name, and the address of the program participant. Unregistered participants may have someone pick up their meal as long as that person has the ID card for the individual for whom the meal is intended.



Staff and volunteers packing multiple bags of frozen meals, May 2020

Garden Grove Special Senior Shopping Hours

The retailers below have announced special shopping hours dedicated to older adults (65+) who are among the most vulnerable to severe complications from COVID-19. Confirm with your local stores that the senior hours are being enforced during the times listed.

Albertsons: Mon-Fri, 7-9 AM

ALDI: Tues & Thurs, 8:30-9:30 AM

Costco: Tues, Wed, Thurs, 9-10 AM

El Super: Every day, 7-8 AM

Food 4 Less: Every day, 6-7 AM

Northgate: Every day, 7-8 AM

Ralphs: Every day, 7-7:30 AM

Sam's Club: Tues & Thurs, 7-9 AM

Smart & Final: Every day, 7:30-8 AM

Target: Tues & Wed, 8-9 AM

Vallarta Supermarket: Every day, 7-8 AM

Vons: Mon-Fri, 7-9 AM

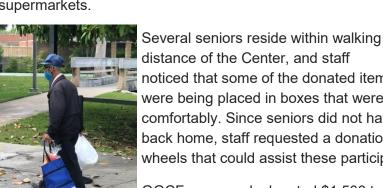
Walmart: Tues, 6-7 AM

Alternative Food Resources						
AGENCY	SUPPORTIVE SERVICES OFFERED	PHONE NUMBER				
Community Action Partnership Senior Box Program	Eligibility: Age 60+ and low income. Food distribution: Each eligible person receives a 30lb box of food.	(714) 667-0717				
Second Harvest Food Bank	Food distribution at the Honda Center. Saturdays 9:00 AM to 12:00 PM www.feedoc.org	(949) 653-2900				
Free Food Map	Food distribution sites for adults, children, and families. www.ocfoodhelp.org	Please visit website				
Food Pantries	Food distribution for anyone in need. Locations vary by city. www.foodpantries.org/st/california	Please visit website				
Meals on Wheels Orange County	Home meal delivery to homebound, frail, and socially isolated seniors living in Orange County. Meals are by donation or low cost.	(714) 220-0224				
Mom's Meals	Eligibility: Age 65+, disabled, enrolled in Medicaid/ Medicare, or a member of a Health Insurance Plan that offers a paid meal benefit. www.momsmeals.com	(877) 508-6667				
Livingstone Community Health Clinic	Food pantries: Tuesday-Friday 9:00 AM to 5:00 PM	(714) 248-9500				
HOPE	Emergency food and diapers: Wednesday & Thursday from 12:00 PM to 5:00 PM by appointment only	(714) 539-4357				
Calvary Chapel Garden Grove	Emergency food every Friday 3:00 PM to 4:30 PM	(714) 897-8972				
Christ Cathedral	Food pantry every Thursday 10 AM to 12 PM	(714) 971-2141				
Lutheran Social Services	Canned goods, baby food, and diapers. Monday & Tuesday 9:30 AM-12:30 PM Wednesday & Thursday 10:00 AM-3:00 PM	(714) 534-6450				
Saddleback Church	Drive and park food pantry, brought to car. Fridays 11:00 AM-1:00 PM	(949) 609-8006				
Access California Services	Food vouchers provided by appointment only Monday-Friday 8:00 AM-5:00 PM	(714) 917-0440				
Cal Fresh	Call to schedule a drive thru appointment for Food Stamps	(855) 541-5411				
Garden Grove Unified School District	Free lunches for school age children at various sites Monday & Wednesday 11:00 AM-1:00 PM www.ggusd.grab.us/grab-n-go	Please visit website				
Anaheim Unified School District	Free lunches for 0-18 year olds at various sites Monday-Friday www.ausd.grab.us/grab-n-go Please vi website					

THANK YOU to our Generous Donors

Garden Grove Community Foundation (GGCF)

Due to the COVID-19 pandemic, the senior community is one of the most vulnerable populations during this time. The H. Louis Lake Senior Center revamped their meals program by offering a frozen meal pick-up distribution in place of their traditional on-site lunch café. Close to 400 senior citizens each week receive frozen meals provided by Meals on Wheels OC, and groceries from food boxes donated by Second Harvest Food Bank, to help prevent exposure at supermarkets.



Shopping cart bag in use

Shopping cart bags donated by GGCF

distance of the Center, and staff noticed that some of the donated items

were being placed in boxes that were too bulky and heavy to be carried home comfortably. Since seniors did not have the adequate means to transport the food back home, staff requested a donation from GGCF to purchase shopping bags with wheels that could assist these participants with transporting their items.

GGCF generously donated \$1,500 to purchase 150 foldable shopping cart bags that can be filled with frozen and shelf stable food items and can be transported easily by our senior community.

Women's Civic Club of Garden Grove (WCCGG)



Women's Club member sews mask for donation

The Women's Civic Club of Garden Grove is a non-profit organization and member of the General Federation of Women's Clubs International. The organization was established to serve the community through donations of goods and service hours. Members of the club sewed and donated approximately fifty homemade men's and women's masks for participants of the H. Louis Lake Senior Center.



Donated men's and women's masks

...and Volunteers



The Church of Jesus Christ of Latter Day Saints Missionaries

The LDS Church is one of the most active modern practitioners of missionary work, reporting that it had more than 67,000 full-time missionaries and 31,000 service missionaries worldwide at the end of 2019. Four missionaries from LDS Church assisted with frozen meal packaging and distribution.



The Korean American Chamber of Commerce of Orange County (KACCOC) is organized to promote the success and advancement of Korean American business owners through networking, education, advocacy, and collaboration with the Orange County area community. For the past few weeks, volunteers from the KACCOC have assisted with packing and distributing frozen meals to seniors citizens in need.





Community Emergency Response Team (C.E.R.T.)

The City of Garden Grove Community Emergency Response Team (C.E.R.T.) is a volunteer organization represented by a group of citizens trained in basic first aid, firefighting, rescue techniques, disaster preparedness, and many other skills to help the community in every day life or in the event of a major disaster. This group of volunteers has been graciously assisting City staff with the weekly meal distributions at the H. Louis Lake Senior Center.

Tax Return Updates



How to file your taxes for free?

- The tax filing and payment deadline has been extended to July 15, 2020. There will be no interest, penalties, or forms to fill out in order to qualify for these extensions.
- <u>CreditKarma.com</u>: File your taxes online with this 100% free and easy-to-use website.
- OC Free Tax Prep: Directs to GetYourRefund.org. If you earned less than \$60,000 in 2019, a Volunteer Income Tax Assistance (VITA) volunteer can help prepare your return through our virtual service.



Volunteer Income Tax Assistance (VITA) Programs Operating During COVID-19

- Boys & Girls Club of Santa Ana: Use MyFreeTaxes.com with facilitated self assistance from a bilingual English/Spanish tax coach. Call 714-543-5540 ext. 317
- Southwest Community Center, Santa Ana: Drive thru tax drop off. English/Spanish available. Call for appointment 714-448-7761.
- St. Kilian Church, Mission Viejo: Drop off services. Language assistance in English, Tagalog, Hindi, Mandarin, and Thai. Call first at 949-586-4440



www.ggcity.org/virtualrec

We know the next few weeks will be challenging, but we hope to provide resources that will keep you happy, healthy and engaged. Stay tuned for more virtual classes!

So you want to Zoom?



Let's start Zooming & Join a Meeting!

Joining a Zoom meeting is quick and easy! Discover the options for joining meetings based on your requirements and to ensure the best meeting experience possible.

Type the link below into your web browser's search bar for more information and video tutorials.

https://support.zoom.us

Share facts about COVID-19

Know the facts about coronavirus (COVID-19) and help stop the spread of rumors.

FACT 1

Diseases can make anyone sick regardless of their race or ethnicity.

Fear and anxiety about COVID-19 can cause people to avoid or reject others even though they are not at risk for spreading the virus.

FACT 2

For most people, the immediate risk of becoming seriously ill from the virus that causes COVID-19 is thought to be low.

Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more serious complications from COVID-19.

FACT 3

Someone who has completed quarantine or has been released from isolation does not pose a risk of infection to other people.

For up-to-date information, visit CDC's coronavirus disease 2019 web page.



CS 316439-A 04/14/2020

FACT 4

There are simple things you can do to help keep yourself and others healthy.

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- When in public, wear a cloth face covering that covers your mouth and nose.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

FACT **5**

You can help stop COVID-19 by knowing the signs and symptoms, which can include:

- Fever
- Cough
- Shortness of breath

Seek medical attention immediately if you or someone you love has emergency warning signs, including:

- Trouble breathing
- Persistent pain or pressure in the chest
- · New confusion or not able to be woken
- Bluish lips or face

This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

cdc.gov/coronavirus

What You Can do if You are at Higher Risk of Severe Illness from COVID-19

Are You at Higher Risk for Severe Illness?



Based on what we know now, those at high-risk for severe illness from COVID-19 are:

- People aged 65 years and older
- People who live in a nursing home or long-term care facility

People of all ages with underlying medical conditions, particularly if not well controlled, including:

- People with chronic lung disease or moderate to severe asthma
- People who have serious heart conditions
- · People who are immunocompromised
 - Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications.
- People with severe obesity (body mass index [BMI] of 40 or higher)
- · People with diabetes
- People with chronic kidney disease undergoing dialysis
- People with liver disease

Here's What You Can do to Help Protect Yourself



Stay home if possible.



Wash your hands often.



Avoid close contact (6 feet, which is about two arm lengths) with people who are sick.



Clean and disinfect frequently touched surfaces.



Cover your mouth and nose with a cloth face cover when around others.



Cover coughs and sneezes.

Call your healthcare professional if you are sick.

For more information on steps you can take to protect yourself, see CDC's <u>How to Protect Yourself</u>



cdc.gov/coronavirus

316216A May 5, 2020 1:22 PM

Older Adult Community Resources						
AGENCY	AGENCY SUPPORTIVE SERVICES OFFERED					
Adult Protective Services-Orange County Social Services	Adult Protective Services (APS) is a program designed to prevent and remedy the abuse, neglect, or exploitation of elders and dependent adults who have been harmed or are at risk of harm.	(800) 451-5155 APS EMERGENCY AVAILABLE 24 HOURS				
Council on Aging ReConnect Program	Program offers short-term comprehensive services to OC residents who are experiencing emotional challenges and overall health barriers, particularly those appearing later in life.	(714) 479-0107 Monday to Friday 8 AM to 6 PM				
Family Caregiver Resource Center Orange County	Providing supportive services to families coping with physical, emotional, and financial responsibilities of caregiving. Services include family consultation, assessment, and care planning.	(800) 543-8312				
In Home Support Services-Orange County Social Services Agency	Eligibility: must be 65 or older, disabled, or blind and must be living at home. Must meet financial eligibility criteria for Medi-Cal, and must be unable to live at home safely without IHSS services.	(714) 825-3000				
Office on Aging Information & Resources	Info on shelters, housing, affordable rental housing, senior apartments, nursing homes, and board & care homes. Older adult disability resources: hearing, motion (balance loss), and vision. www.officeonaging.ocgov.com/resources	(800) 510-2020				
Orange County Older Adult Services	Mental health and crisis services.	(714) 972-3700				

COVID-19 Resources					
AGENCY	SUPPORTIVE SERVICES OFFERED	PHONE NUMBER			
Administration for Community Living	Coronavirus disease resources and information. Please visit website: acl.gov/COVID-19	1-800-677-1116			
COVID-19 Pandemic "Neighbor to Neighbor Check-In"	"Stay Home. Save Lives. Check In." campaign urging Californians to help combat social isolation and food insecurity among Californians who are 65+ by helping them obtain basic necessities like groceries and prescriptions.	1-833-544-2374 Crisis Hotline			
County Of Orange Health Referral Line	For COVID-19 questions	1-800-564-8448 Daily: 8 AM to 8 PM			

Community Resources						
AGENCY	AGENCY SUPPORTIVE SERVICES OFFERED					
Orange County 211	A free 24 hour, 3 digit telephone number that will enable callers to access comprehensive info and referrals to health and human services. Provides links to services including food, shelter, counseling, etc.	Dial 211 or text 898-211 for avail- able resources in your area.				
County Of Orange Health Referral Line	Non-medical questions - Emergency Operations Center Public Information hotline	(714) 628-7085 Daily, 7 AM to 7 PM				
National Alliance on Mental Illness	Mental health services and information	(714) 544-8488				
(NAMI)	Warmline - Mental health crisis hotline	(877) 910-9276				
Veterans Crisis Line	Crisis intervention services for Veterans	(800) 488-8244 (Press 1)				
Volunteers of America-OC Sup- port Services	merica-OC Sup- Resources and information for Veteran families					
OC Health Care Agency-Behavioral Health Services	gency-Behavioral you are experiencing a crisis or psychiatric emergency,					
OCLinks OC Behavioral Health Info & Referrals	Information and referral service to help navigate the Behavioral Health Services, including crisis services, adult mental health, alcohol and drug inpatient and outpatient programs.	(855) 625-4657 Mon-Fri, 8 AM to 6 PM				
Salvation Army	Rental assistance by appointment only. Mon-Thur, 9 AM to 2:30 PM (Closed from 12 to 1 PM)	(714) 783-2344				

"Wrinkles
should merely
indicate
where the
smiles have
been."
-Mark Twain

Puzzle Corner

Visit **games.aarp.org** for puzzles like this and more!!

Solution on page 20.

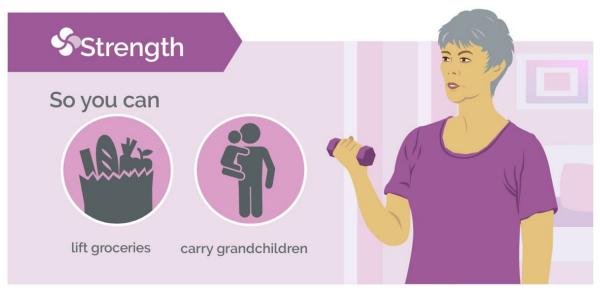
Sl	JE		ΚL	J				ME	DIU	١
	9			6	3	8		1	5	
	8		6			2	7	3		
	1	2	3		9				4	
				2		6			3	
		8						9		
	3			9		4				
	2				4		3	5	7	
		3	9	1			6		8	
	4	7		5	6	3			1	

Be #Fit4Function with Go4Life®

Exercise and be active every day so you can keep doing what's most important to you.

Practice all 4 types of exercise for the most benefits.









Visit go4life.nia.nih.gov and be #Fit4Function.

Get exercise ideas, motivational tips, and more from *Go4Life*®, an exercise and physical activity campaign for older adults from the National Institute on Aging at NIH.



H. Louis Lake Senior Center 11300 Stanford Ave. Garden Grove, CA 92840

Contact Us

Give us a call for more information about our services, resources, and classes.

(714) 741-5253

Monday-Friday 8:00 a.m.-3:30 p.m.

Visit us on the web at ggcity.org/seniorcenter

Puzzle Corner

Visit **games.aarp.org** for puzzles like this and more!!

Solution to puzzle from page 17.

Sl	<u>SUD©KU</u>						i d	ΜE	DIU	M
	9	4	7	6	3	8	2	1	5	
	8	5	6	4	1	2	7	3	9	
	1	2	3	7	9	5	8	6	4	
	7	9	4	2	5	6	1	8	3	
	6	8	5	3	7	1	4	9	2	
	3	1	2	9	8	4	5	7	6	
	2	6	1	8	4	9	3	5	7	
	5	3	9	1	2	7	6	4	8	
	4	7	8	5	6	3	9	2	1	

The mission of the City of Garden Grove is to provide responsible leadership and quality service as we promote safety, cultural harmony, and life enrichment.

