

# Meet Amy Ross, Vista del Monte's No. 1 'Go-To' Person

Come to Vista del Monte and we'll take care of all your day-to-day chores so you're free to do all the things you love. Our entire staff is here for you, and they get quite a bit of satisfaction knowing they're helping you live your life the way you choose.

But on the occasion that you do have a problem – whether it's a question or concern, or a bigger roadblock in your pursuit of happiness – and you're not sure where to turn or who to call, then we have just the person: Amy Ross, Director of Resident Services.

Every resident knows Amy. She's been Vista's "go-to" person for almost seven years. She's one of the first people you will meet because she is part of the preadmission process. She will orient you to the community. And that's just the start. Amy is there for you, no matter what you need, and either she'll solve your problem herself, or she'll expedite your request with the right person on the staff. Either way, you can count on Amy.

"The beauty of our staff is that we all do a little bit of everything," Amy said. "Everyone's goal from administration, environmental services, housekeeping, life enrichment and dining services is to make residents' lives a little bit better. Every day is an adventure and I love it!"

Amy has a wide range of duties. She is part of the disaster preparedness team and the health services transition team. She helps new residents settle in and shows them the ropes, so to speak and assists residents with internal moves. As a licensed notary public, she assists residents with personal matters, advises maintenance of any requests (and on occasion, does easy fixes herself), picks up mail when residents go on vacation, supervises the beauty salon and much more.

During the pandemic, she helped deliver food to resident apartments, and on Fridays, she can be found holding down the resident "Corner Store" and serving dinner many evenings at Fernbrook, Vista's assisted living residences.

Once upon a time, Amy's career goal was to become a nurse, but after volunteering at a hospital, she realized the job was a little too clinical for her. Instead, she decided she wanted a more personal approach with people and a senior living community was the perfect fit. She worked for more than 20 years as a resident services director, admissions director, administrative assistant as well as in a myriad of other positions at senior living communities.

"In my last position, I was doing a lot of paperwork and it was not as fulfilling as I would like, so when the resident services position opened up at Vista, I jumped at the chance to come here. I just love that personal connection with residents. They are just a fountain of information. Their experiences and life stories are such a blessing to me."

As a new resident, you'll get Amy's phone number and email, or you can just pop into her office and say, "hello" or ask her any question under the sun. And if you're taking an inventory of all the great amenities Vista del Monte offers, make sure you add Amy to your list.