



3/20/20

I cannot extend my gratitude and appreciation for our families and residents as we continue to navigate the challenges we are facing in light of the COVID-19 pandemic. The governor said over a week ago “life as we know it is going to be disrupted.” I think you would all agree with me that today, this statement seems like a gross understatement. Be assured, that our team is taking significant precautions to protect your loved ones and advocate for their health and well-being. In light of all of the changes rapidly impacting business, healthcare and our private lives I wanted to inform you of some changes that have impacted the operations and daily lives of our residents.

We are currently restricting group activities to comply with the Presidents order limiting groups to 10 or under. We are ensuring residents remain 6 to 10 feet away from each other. Meals are being served in resident rooms, although residents requiring substantial assistance for eating may be eating in satellite dining locations where we adhere to one resident per table, all tables are positioned 6 to 10 feet apart.

We continue to screen our employees and educate them on avoiding risks when they are not at work. We are working diligently with our health care provider partners to offer telehealth medicine options to minimize the number of individuals in our building. More details will be coming regarding telehealth options as we navigate the system requirements. We will be starting with Psych360 telehealth services for next months visits.

The Restrictions on Visitation Policy remains in effect and will likely extend well beyond the initial 14 days planned. Thank you for being understanding and tolerant of these limitations. Our priority has always been providing quality care. Our team is rising to the occasion and doing an amazing job. As always, if you have questions or concerns contact the facility at any time. If would like to set up a Skype, FaceTime, Google Duo, or Facebook Messenger video calls please reach out and our staff will assist you as soon as they are able. Seeing faces has really helped keep us socially connected when we are physically distanced from one another.

