

April 13, 2020

Family and Friends,

#1: We continue to have no known cases of COVID-19 at the facility!

#2: Until further notice if a Resident leaves the facility for any reason, upon their return they will be on droplet/contact isolation precautions and quarantined to their room for 14 days. Those on droplet/contact isolation precautions have increased medical monitoring for signs/symptoms of respiratory illness, increased room cleaning in addition to a limited number of people/supplies entering the room.

#3: We accept care package drop offs Monday - Thursday. This time period ensures that we are able to deliver and open packages with a Resident if requested. Within the Garden Level entry doors there are two bins. Please place care packages in the bin marked "Clean Laundry/Care Package Drop-Off". Friendly reminder that items within care package cannot be temperature sensitive as the items may be in the bins for an extended period of time before delivery. We ask that family/friends refrain from sending flowers. Similar to food deliveries, flower delivery drivers are not permitted into the facility. Additionally the care package drop off carts are not intended for delicate items such as fresh flowers. Advanced notice of a care package drop off is not necessary unless you plan to drop off an item of large monetary value (such as an I-Pad). For these items, we will arrange expedited retrieval/delivery.

#4: When we initially rolled out the video conferencing campaign, we accommodated any platform a family member wanted to use. With experience, we have identified scheduling issues with platforms that require meeting IDs/passwords in addition to those that require contact information to be saved to a device prior to initiating a session. Due to this, going forward we will only accommodate FaceTime (Apple devices), Duo (Android/generic) and Skype (generic) as they are the simplest to initiate a session and enable us to complete more sessions with family/friends during the allotted windows.

#5: For those with scheduled video sessions, we will initiate the call when our staff member is with your loved one. From time to time, we may be a little late to initiate a session however I assure you we will do so as soon as possible. If we entirely miss initiating contact during your window, your loved one was likely unavailable during the scheduled appointment time (usually due to personal care needs). If this happens, we will try to arrange a later appointment however the schedule may not permit it. Many Residents are able to independently participate in a video session after setup and due to this staff will exit the room to accommodate a private conversation. From time to time, a video session loses connection and the session is dropped. Due to staff not being nearby for the entire session, we may not be able to reinitiate the call. If you have scheduled a video session with me, it has been identified as weekly unless otherwise requested. If your availability changes, we can work together to schedule one-time appointments are often as desired.

We thank you for your incredible compliance and understanding of the policies in place to keep everyone healthy!

As always if you have any questions/comments/concerns, please let us know.

Scot Harmon,  
Administrator

Patricia A. Clark, DM  
CEO, Administrator