



April 15, 2020

The Residence at The Willows Update on Covid-19

Dear Family and Friends,

We would like to take the time express our sincere thanks and appreciation for your support during this time. Despite the uncertainty and ever changing landscape in today's world, our residents, staff, family and friends have risen to the occasion to continue to meet the needs of your loved ones.

Despite the social distancing and restrictions, there been a number of creative ways for our residents to connect with their friends and family, as well as offering activities to keep your loved ones active and engaged.

Our residents have experienced many types of life enrichment that include:

- Window visits with family and friends
- Carts with snacks and activity books
- FaceTime, Facebook Messenger, and Skype visits
- Wheelchair exercise
- Spirit Weeks with themes dress days
- And most importantly, Bingo from doorways

We continue to do everything in our community to keep your loved one safe to prevent the introduction and spread of the virus within the facility. At present, we do not have any confirmed positive COVID-19 cases within our community. We continue to monitor and implement the guidance provided by local and state health officials, the Centers for Disease Control (CDC) and Centers for Medicare and Medicaid Services (CMS).

Strategies that we have implemented include, but are not limited to:

- Staff and residents are practicing social distancing
- All staff are wearing masks while at work
- Infection control practices and hand hygiene are being monitored and reinforced on a daily basis
- Increased cleaning and disinfection of high touch areas
- Large group activities and communal dining continue to be restricted
- Visitation continues to be restricted with the exception for compassionate care
- Screening of all staff at the start of each shift
- Screening all essential visitors prior to entrance into the community
- Monitoring residents every shift for fever and respiratory illness

Even with all of these key processes, outbreaks may still occur. We are diligently working to limit the introduction of COVID-19 into our community. We will continue these aggressive steps to limit the spread of the virus and treat individuals with an infection, to decrease the risk of illness exacerbation, in the event any of our staff or residents are affected.

Some family members and friends have asked what they can do to help us during this time. Here are some suggestions:

- Please practice safe distancing by staying 6 feet apart from each other while visiting your loved ones through windows.
- Ask your church and social groups that you belong to send cards and pictures to the residents.
- Have grandchildren and great grandchildren send cards and pictures.
- Call to schedule a FaceTime, Facebook Messenger, or Skype call with your loved one.
- Check out our Facebook page for updates and photos of our staff and residents enjoying our life enrichment activities.
- Wash your hands frequently.
- Wear a mask when you are around others in public spaces.
- Stay Safe.

Thank you again for your continued support. We miss all of you and are here for you. If you have any questions, please feel free to contact me at 412-331-6139 or awaddell@willowsseniorliving.com.

Sincerely,

Angel

Angela Waddell

Executive Director