

COVID-19 Family Call Talking Points

3-11-2020



- I know that this is a difficult time for everyone, and I want to sincerely thank all of you for entrusting us with your loved one's care. This is a responsibility we take incredibly seriously, and I promise you we are always operating with your loved ones' best interests in mind.
- As you may have seen, the COVID-19 outbreak continues to dominate the news cycle. Given the new information that has come to light, we want to communicate with you regarding measures we are taking to continue to guard our campus against the spread of viral infections.
- All the precautions I review with you today were developed per current guidelines released by the CDC, CMS, and/or state officials.
- Currently, we have adopted a policy to restrict visitors to our campuses through the end of March. We will make exceptions for end of life care. We understand that this is a big ask for our residents and families. As a healthcare provider, it is our obligation to do everything we can to protect those we serve.
- Family members who meet the exception will be screened by our campus team and escorted to their loved one's room.
- For those residents and families who cannot visit in person, we are encouraging the use of alternative forms of communication, including video chat applications such as FaceTime, Skype, and others.
- Every essential person entering our building is being screened, including employees, pharmacy providers and other medically essential vendors. Anyone who does not pass the screening will not be permitted to enter our campus.
- Our residents will also be closely monitored for signs and symptoms.
- Employees working at our campuses are being provided with continuous education regarding proper hygiene and sanitizing practices per current guidelines released by the CDC, CMS, and/or state officials.
- Through the end of March, we are also cancelling all community events and group outings. Our Life Enrichment team will continue to offer activities within our campuses. We will strive every single day to ensure that we provide our residents the with the highest quality of life possible while we also protect their health.
- In the event of an emergency, our campus team is prepared to respond accordingly under the direction of our Clinical team and current guidelines released by the CDC, CMS, and/or state officials.
- We know that this is hard for everyone. Please understand that every decision we make is to protect our residents, employees, our family members. We promise to continue to provide care with the same level of compassion, patience, and understanding you have come to depend on.
- We will continue to communicate with you as the situation develops, and we thank you so much for your understanding during this difficult time.