

To: All Residents  
From: Aimee Ward  
Date: March 20, 2020  
Re: Coronavirus (COVID-19)

As you have heard in the news, Governor Cuomo has issued “New York State on Pause”, effective 03/22/2020 at 8pm.

No one could have predicted the challenges that we face today – as a community, as a country, as the world. Our staff feels a great deal of responsibility for the health and well-being of our community (residents & staff).

We must continue to make changes to adapt to the uncertain and ever-changing environment around us. To that end, we need to take the next step to assure the continued good health and safety of our entire community. While these measures are not optimal, they will be mandatory.

The following rules will be enforced effective Sunday, March 22nd at 8pm.

***Dining Room will be closed after dinner on Sunday.***

**How will I get lunch and/or dinner?**

1. All Meals (your choice of lunch dinner or both) will be delivered to your individual apartment. Your meal **can not** be delivered to another resident’s home.
2. Each day, between 9am and 11am, a staff member will call you to take your order and ask about your general health & well-being.
3. Please be prepared to state your order when you are called. You will be able to order the special or from our “left side” of our menu.
4. Meal deliveries will start at the following times. Keep in mind that these are starting times, not exact delivery times.
  - a. Lunch – 1 delivery time starting at 12:30.
  - b. Dinner – 2 delivery times. 5:00pm (for those who signed up for the 4:30pm seating) and 6:00pm (for those who signed up for the 5:45pm seating). For those who didn’t sign up, we will ask your preferred time when we call.

## **Will the Garden Café be open?**

You will still be able to come to the Café to pick up coffee, juices, fruit & pastries. You will need to take them back to your apartment as there will not be seating in the Café.

## **Will I still be able to use the Fitness Center?**

Yes, but no more than 1 person (or 2 if share the same apartment) at a time. Please be sure to wipe down any equipment you use.

## **What is the status of the common areas and what entrances should be used?**

1. Dining Room, Rayburn Hall and Salon will be closed.
2. The Library will remain open and you will still follow the same procedures for checking out and returning books. Volunteers will be provided wipes to clean books as they are returned.
3. All Residents, staff and non-residents (on the approved list) are **REQUIRED** to enter the main entrance to participate in our screening process, which includes a temperature check.

## **What about activities?**

As of Friday March 20<sup>th</sup> stronger restrictions have been placed on the state of New York including a ban on non-essential group meeting of any size. As a result of this Ferris Hills will not be hosting any group activities until further notice.

Social distancing is still the advice for those who must leave their home. If you choose to gather with your friends, practice social distancing and stay within 6-8 feet of each other. We are strongly discouraging residents from gathering together in numbers greater than 4. Again, you can never wash your hands enough. We strongly recommend using technology to keep in touch with your loved ones. Call the front desk on (585) 393-0410 to request help with any video calling needs.

We are working on a virtual activity schedule for you to follow on channel 1389, stay tuned!

## **Will there be transportation?**

We will still provide transportation for essential medical appointments.

## **How can I get my prescriptions, food & supplies?**

Prescriptions will still be delivered by the local pharmacies. We are also offering to shop at local supermarkets for Ferris Hills residents who put their shopping lists in a box which is located in the mailroom and marked “Supplies Needed.” As the demand increases, please allow up to 2 days for delivery. If it’s urgent, please check with our Marketplace and/or notify the desk.

## **Will The Marketplace be open?**

The Marketplace will be open from 1pm – 2pm. If you need something on the weekend, let the front desk know and we will do our best to provide.

## **Can my family drop off something to me and can I still have orders shipped to me?**

Yes, your family can drop things off to you at the front desk. All packages will be delivered to your apartment.

## **Can I visit Clark Meadows?**

Due to federal regulations and in the best interest of those we care for, we have put into place a strict no visitation policy for Clark Meadows.

## **What staffing will you have in the building and what are they doing to protect themselves?**

Only essential associates are permitted to come to work. They will continue to be screened before working, including having their temperature taken and completing a questionnaire about COVID-19 risk factors, such as potential exposure and signs of respiratory illness. Further, all associates are required to wear masks. We are confident at this point in our staffing coverage. Our Human Resources Department is also providing support and resources for associates.

## **What about housekeeping?**

Regularly scheduled housekeeping of our residents’ apartments will continue.

Other departments have been called in to help with the extra sanitization needed in the common areas. We ask that residents who do not feel comfortable having their apartments cleaned to please contact us and let us know.

### **How are Ferris Hills and Clark Meadows managing this situation?**

We conference daily with Thompson Health, which is in constant communication with UR Medicine as well as local health departments, following guidance of the state Department of Health and CDC. We also communicate frequently within Ferris Hills and Clark Meadows to review new information and guidelines, assess our inventory of all necessary items, review staffing needs, and discuss our employees' and residents' concerns and how we can address them as the situation evolves. The overarching goal is to minimize the risk of COVID-19 to our residents and staff. That remains, now and always, our first and foremost priority.

### **What about isolation?**

Social distancing does not mean social isolation. We are urging our residents to please stay in touch with family, neighbors and loved ones.

Technology is in our favor, and we strongly recommend using it to keep in touch. The best way to stay connected to your friends and family is by phone or video chat.

Residents are able to get some exercise by walking the halls and outside trails. If they see a friend, they're advised to practice social distancing and stay 6-8 feet from each other. And it bears repeating – you can never wash your hands enough.